

**Town of Hampton**  
**Hampton Community Centre**



**Operational Plan for Public Access**  
October 2020 – April 2021 Ice Season

**January 12, 2021**

**Orange**  
**Phase**

## **Introduction**

Thank you to all our ice users for your cooperation in our return to play. This operational plan is intended to provide a framework and directives to create a safe place for recreation. This document draws upon information from the New Brunswick Mandatory Order Covid-19, NB Chief Medical Officer of Health (CMOH), Public Health, and WorkSafe NB. Input has been gathered from the Department of Tourism, Heritage and Culture Sport and Recreation Branch, the Town of Hampton Leisure Services Department, the Town of Hampton COVID-19 Recovery Committee, and the Town of Hampton Leisure Services Advisory Committee.

This is a living document and is subject to change as the mandatory order and guidance from the CMOH and WorkSafe NB is updated. Please note that not all situations can be covered by these guidelines. Our focus is the health and safety of our skaters, patrons and staff. At times stricter measures may be required as Public Health directives change.

## **Province of New Brunswick Mandatory Order COVID-19**

Every business proprietor and service provider, every employer and workplace manager, everyone who owns or occupies land or buildings, and every host, organizer or coach of sporting activities must take all reasonable steps to minimize the risk of COVID-19 transmission among their employees, patrons and visitors, and must comply with all directives and guidelines from WorkSafe New Brunswick and the Chief Medical Officer of Health relevant to COVID-19 transmission.

## **Communication**

The Director of Leisure Services is responsible for communicating the Hampton Community Centre's Operational Plan to the user group organizations. All user groups will be provided a copy of the Hampton Community Centre's Operational Plan. It is the responsibility of the user group to disseminate the information to their members and ensure they clearly understand the protocols and what to expect before arriving at the facility. User groups must abide by the facility's operational plan.

The User Group's operational plan will be reviewed by the Town of Hampton's COVID Recovery Committee. Any suggestions will be communicated by the Director of Leisure Services to the leads of these use.

**Please be reminded that an Orange alert phase means that there is an outbreak where transmission of COVID-19 may not be controlled.**

Tourism, Heritage & Culture – Sport & Recreation Branch  
January 12, 2021

## Orange Phase

### **Facility**

#### **Entry / Exit**

The front door to the arena will act as the entrance to the Hampton Community Centre main level. Ice users will proceed through the mezzanine to the five dressing rooms. The exit for patrons will be the side doors. The front door will be unlocked by 3:30 on weekdays and 30 minutes prior to the first ice rental on weekends.

We are really restricted in numbers due to the layout of the arena. As a result, we have allowed 30 minutes between ice rentals for people to exit / enter the facility. The Host for each rental will be able to access the facility 30 minutes prior to their rental time to set up. Skaters will be able to access the facility 15 minutes prior to their scheduled rental time and exit the facility within 15 minutes of the end of their scheduled ice time. The next ice user will not be allowed to enter the facility until all members of the previous rental have exited the facility.

Skaters are to enter / exit the ice surface using the gate closest to the official's room. Given the small corridor, there is to be no lining up to get on the ice.

#### **Signage**

The front entrance will be clearly marked for access into the facility and the side door will be clearly marked as the exit. Markings or signage within the facility is installed to further limit cross flow of traffic.

Signage of the screening tool released by public health will be posted on the lobby TV and doors reminding people not to enter the facility if they are experiencing COVID-19 symptoms, have been in an Orange or Red Zone, been outside New Brunswick within the past 14 days, have been diagnosed with COVID-19 or come in contact with someone who is diagnosed.

In addition to controlling traffic flow, signage will be posted throughout the facility to emphasize to Patrons and Staff the importance of frequent handwashing, proper hygiene and physical distancing practices.

Physical distancing markings will be placed at the benches in the dressing rooms and the players' benches.

#### **Disinfecting / Cleaning**

Off-ice commonly touched surfaces such as interior and exterior door handles, benches, change areas, ice rink gate handles, and the announcer/ scorekeeper booths are to be cleaned and sanitized by Town staff, at least twice daily. User groups are encouraged to ask patrons to bring their own hand sanitizer for personal use.

Washrooms will be cleaned and sanitized on a regular basis throughout the day by Town staff, at least twice daily. In addition, Town staff will spray a sanitizing mist on surfaces in dressing rooms and washrooms frequently throughout their shift.

All other program equipment sanitizing is the responsibility of the user group.

### **Number in Dressing Rooms**

At this time, we can accommodate up to 39 skaters Dressing room #1 (6 skaters), #2 (6 skaters), #3 (10 skaters), #4 (11 skaters), #5 (6 skaters), Official's room (2 people) and no one in the mezzanine. These numbers are allowed with everyone seated 2m apart and wearing a community face mask.

Washrooms are restricted to one person at a time.

### **Food and Drink**

No food or beverages are to be brought into the facility, with the exception of water for the participants and there will be no sharing of water containers.

### **Canteen / Lost and Found**

The canteen will be closed until further notice. No lost and found will be kept this year.

### **Hand Hygiene**

Public Washrooms will be available with maximum occupancies posted at the entrance. Handwashing areas are those available in the public washrooms. A hand sanitization station will be established in the main entrance of the arena, beside the canteen, and outside of dressing room #4.

### **Dressing rooms**

The benches will be marked for physical distancing. The washrooms will be available. No use of showers at this time.

### **Bleachers**

The top two rows of the bleacher may be used. Anyone using the bleachers must sit at least 2m apart and wearing a mask. No bubbles are allowed.

### **Spectators**

Please note that in the Orange phase we are allowed only 50 people (including staff, participants, volunteers, and spectators) in the facility. We have room for up to 16 people in the top row of the bleachers. The bottom 2 rows are to be kept vacant to allow for people to exit the facility while staying 2m apart. It is up to each user group how best to allow people in this space. Spectators may enter the facility using the front doors at the time of the rental and must exit using the side doors at the end of the scheduled rental. This will allow time for skaters to enter and exit without a crowd forming. All spectators must wear a mask, remain 2m apart when seated and when moving in the facility. No food or drink is allowed.

### **Garbage**

Lined garbage cans will be placed throughout the facility. Please do not leave your garbage anywhere else in the facility.

## User

### **Operational Plan**

Each organization using the Hampton Community Centre is to have an approved operational plan that their group using the facility is expected to follow during the orange phase. These plans shall follow the guidance of the Office of the Chief Medical Officer of Health and the organization's provincial or national body. While following the Hampton Community Centre's operational plan, each organization can adopt stricter requirements to mitigate risk if they feel it is required.

Operational plans shall be provided to the Town of Hampton COVID-19 Recovery Committee prior to all activities and must adhere to the requirements in the Town's Operational Plan. The operational plan should be submitted to allow sufficient time for the committee to review the plan and the organization to make any necessary adjustments. Please allow at least one week for the committee to review the plans. These plans need to be approved by the Director of Leisure Services prior to the organization's ice rental.

Each user group is to have an updated operational plan for the Orange phase that reflects the necessary changes required to meet the directives of the Mandatory Order.

### **User Group Host**

Each user group will designate a "host" who will greet members of their organization using the facility (such as but not limited to skaters, guardians, coaches) at the main entrance. This person (s) will conduct a COVID-19 pre-screen, record attendance for contact tracing and direct skaters to their assigned dressing room. They will ensure the flow of traffic keeps moving to prevent congestion in the front lobby. Groups not completing the screening exercise upon entry risk loss of access to the building. The host is expected to remain in the lobby area unless the front doors are locked, or the ice time has finished and the 15 minutes of exiting the facility has ended.

### **Screening**

Users groups are to include active screening of skaters and other persons entering the facility as part of their rental. This screening will include a questionnaire that identifies the symptoms of COVID-19. Anyone showing symptoms shall not enter the arena and should immediately return home and call 811.

According to Public Health Canada, "symptoms of COVID-19 can take up to 14 days to appear after exposure to the virus". Therefore, anyone who has been in an orange region, red region or outside New Brunswick is not allowed in the facility for 14 days after their return (Appendix B). This would include household members where the traveler could not isolate within the home.

## **User**

### **Contact Tracing**

Each organization / ice user is to maintain a record for contact tracing as per *The Mandatory Order (COVID-19)* issued by the Minister of Public Safety under the Emergency Measures Act (Appendix D). Contact information must be recorded for each rental.

### **Physical Distancing**

Physical distancing of 2m while wearing a mask when in the facility must be maintained. All reasonable attempts shall be made to respect physical distancing measures while in the field of play (ice and player's benches). It is recommended that skaters come dressed for play.

Physical distancing must be maintained by everyone in the venue (participants, team members, staff, etc), both during and pre/post game play. (Office of the Chief Medical Officer of Health)

### **Masks**

For everyone in New Brunswick, face coverings are required when unable to maintain physical distancing of 2 metres in public. Patrons are always to wear a face mask while within the facility as per the mandatory order.

### **Spitting**

No spitting permitted in the arena.

### **Storage**

Each user group is responsible for cleaning, sanitizing, and managing access to their storage area and the contents. All equipment shall be sanitized before and after each use, and this will be the responsibility of the user as per their respective operational plans

### **Ice Schedule**

Attached as is the regular weekly ice schedule for reference (Appendix A). This schedule is subject to change and will be maintained by the Leisure Services Department.

**Illnesses or Symptoms with Both Staff and Users / Spectators**

**User Group member**

Should a user group member develop symptoms during their time in the arena, they will leave the facility immediately, contact 811 or their health care provider and follow their direction. Should they be tested and found positive for COVID-19, communication, and contact tracing as per the CMOH shall be followed.

**Town of Hampton Staff**

If a Town of Hampton employee develops symptoms of COVID-19, they will leave the facility and immediately contact the Director of Leisure Services and Facilities Manager. The affected employee will be required to contact 811 or their health care provider as recommended by the CMOH.

**Regional Public Health**

Regional Public Health will be involved to manage any instances or outbreak and ensure contacts are identified; public health measures are in place and will lead any communication that is required.

**Closure of the Arena**

A closure of the arena may be directed if there is a COVID-19 outbreak, a change in the Provincial Mandatory Order, or in any other case as directed by the CMOH. The arena will close and can only reopen under the direction of the CMOH, and at the approval of the Town Council.

**Non-Compliance Procedure**

In the case of operational plan non-compliance by a member(s) of a user group, the following procedure will be used:

1. The member(s) will be asked by Town staff to comply with the COVID-19 operational measure.
2. If the member(s) refuse the staff member will inform the user group host(team contact) of the issue and request compliance.
3. If the situation is not resolved, the ice time will be forfeited, and the group will be asked to change and leave the building immediately.
4. The Director of Leisure Services will contact the user group lead to discuss the situation and advise the lead that if the member (s) fails to comply then the ice time access for the team will be removed for one scheduled time.
5. If the situation is not resolved that team/ groups access will be removed for the remainder of the season.

**Hampton Community Centre  
20 / 21 Ice Schedule**

	Mon	Tues	Wed	Thur	Fri	Sat	Sun	
6:00 AM			HMHA		Schools			6:00 AM
			Figure Skating		Free Skate			
6:30 AM	Entering Arena		Speed Skating		Available			6:30 AM
			HHS Girls					
7:00 AM	Exiting Arena		Brian Cornish				HMHA	7:00 AM
			Jr Oldtimers					
7:30 AM			Oldtimers			HMHA		7:30 AM
			She Dogs					
8:00 AM			55+ Pick Up					8:00 AM
8:30 AM	Maintenance						HMHA	8:30 AM
9:00 AM	School Rental					HMHA		9:00 AM
9:30 AM	School Rental							9:30 AM
10:00 AM	School Rental					HMHA	HMHA	10:00 AM
10:30 AM	School Rental							10:30 AM
11:00 AM	School Rental					HMHA		11:00 AM
11:30 AM							HMHA	11:30 AM
12:00 PM						HMHA	HMHA	12:00 PM
12:30 PM	Cleaning /	55+		55+				12:30 PM
1:00 PM			Cleaning /					1:00 PM
1:30 PM						HMHA		1:30 PM
2:00 PM	Preschool						HHS	2:00 PM
2:30 PM								2:30 PM
3:00 PM		Cleaning /	Seniors	Cleaning /		HMHA		3:00 PM
3:30 PM	Public						Figure	3:30 PM
4:00 PM								4:00 PM
4:30 PM	Cleaning / Disinfecting	Bellemy	HHS	Bellemy		HMHA		4:30 PM
5:00 PM								5:00 PM
5:30 PM							Jr Old	5:30 PM
6:00 PM			HMHA		HMHA	HMHA		6:00 PM
6:30 PM	Speed	Figure		Speed				6:30 PM
7:00 PM								7:00 PM
7:30 PM			HMHA		HMHA	HMHA	Jr Old	7:30 PM
8:00 PM				HMHA				8:00 PM
8:30 PM								8:30 PM
9:00 PM	Jr Old	She Dogs	Jr Old		Old	HMHA	Old	9:00 PM
9:30 PM				HMHA				9:30 PM
10:00 PM								10:00 PM
10:30 PM	Jr Old	U21	Jr Old		Old	HMHA	Old	10:30 PM
11:00 PM								11:00 PM
11:30 PM								11:30 PM
12:00 AM								12:00 AM
1:00 AM								1:00 AM



**PLEASE DO NOT ENTER IF YOU HAVE BEEN:**

**IN AN **ORANGE** OR **RED** ZONE IN THE PAST 14 DAYS**

**OR**

**OUTSIDE NEW BRUNSWICK IN THE PAST 14 DAYS**

**(INCLUDING THOSE WORKING OUTSIDE NEW BRUNSWICK)**

**OR**

**IF YOU OR A MEMBER OF YOUR HOUSEHOLD HAVE**

**BEEN ADVISED TO SELF-ISOLATE BY PUBLIC**

**HEALTH, A HEALTH CARE PROVIDER OR A PEACE OFFICER**

**OR**

**IF YOU OR A MEMBER OF YOUR HOUSEHOLD ARE**

**AWAITING A COVID TEST OR RESULTS OF A COVID TEST**

**OR**

**IF YOU HAVE TWO OR MORE OF THE FOLLOWING SYMPTOMS**



Fever



Cough (or  
worsening cough)



Diarrhea



Loss of sense  
of smell and taste



In children, purple  
markings on the  
fingers and toes



Runny nose



Sore throat



Muscle pain

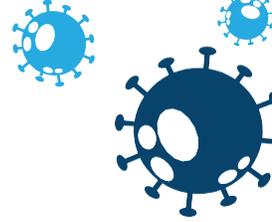


Headache



Fatigue/  
exhaustion

# Collection of names and contact information under the Mandatory Order COVID-19



## Preamble:

- These guidelines and recommendations are based on the [Mandatory Order](#), should the Mandatory Order change, this document will be updated.
- This document has been designed to support businesses, and all others it may apply to, to better understand their responsibilities.
- The guidelines recommend best practices to be implemented to the best of your ability.

## Guidance:

### You must follow these guidelines and comply with this obligation if you are:

- A government entity
- A charity
- A not-for profit entity
- A for-profit entity

### and:

- Anyone who admits patrons to a venue at which seating is offered for purposes of eating, drinking, socialization, celebration, ceremony or entertainment or;
- Anyone who hosts gatherings larger than 50 for purposes of socialization, celebration, ceremony or entertainment (whether seated or standing).

**Note:** These guidelines **do not apply** if a patron enters to pick up food or drink and immediately leaves the venue (take-out) or passes in the drive-thru.

## Your responsibilities at a glance:

- Explain to your patrons/visitors why you are collecting their contact information.
- Only collect the minimum information necessary.
- Do not use or share with anyone other than when asked by a Medical Officer of Health or a Public Health Inspector.
- Only keep the information for 21 days.
- Properly secure the information.

## Detailed guidance and tools:

### Explain:

- Post a visible Notice (Appendix A), informing the public of your obligation to record their names and contact information.

- Post hard copies (paper document) at the entrance of the venue and electronic copies on your website or App (if applicable).
- Ensure it is visible and easily accessible.
- Ask individuals if they have read and understood the notice prior to collecting their contact information.

### Limit:

- Restrict the information collected to: first and last name and phone number or email address of one (1) person per group/party who will be seated together. The person above must know how to contact the rest of the individuals in their group/party.
- Only collect the email address if no phone number is available.
- Limit the number of personnel who collect, record and save the personal information by designating and training specific employees responsible for these tasks.

### Collect:

#### Use the Collection Form (see Appendix B) to record the information.

- Record only the information of one (1) person per group/party who will be seated together. Ensure that person knows how to contact others in their party, if required.
- Determine one central point of contact and personnel responsible for collecting the information and fill out the document every day either on paper or electronically.
  - If on paper, ensure that a sufficient number of sheets are printed and available to personnel every day.
  - If electronically, ensure all safeguards are in place to prevent unauthorized access.
- Personnel collecting the information should fill out the document themselves and never ask patrons to fill it out.
- Personnel must ensure the document is never left unattended.
- Personnel collecting the information should ensure they spell names, phone numbers or email addresses correctly by double checking with patrons once document is filled out.
- At the end of each day, or when a gathering is over, personnel responsible for storage and/or destruction of records must collect all the documents used that day, complete the **log form** (see Appendix C) and store both the collection and log documents in a secure manner.
- When filling out the **log form**, the personnel should follow instructions in italics in the document and ensure they record both the date the collection was done and the expiry date (collection date + 21 days).

### Secure:

- Ensure the contact information is saved in a secure location (if it is a physical document) or is password-protected with limited individuals who know the password (if digital).

- Physical document must never be left unattended, must be protected from the public's view at all times and must be stored in a secure place before closing the business, or end of the event.
- Manager on duty or event organizer is responsible for the secure storage and destruction of documents.

### Retention and destruction:

- Securely keep the **collection form** for 21 days after the day of collection.
- Ensure it is securely destroyed on the 22nd day after its collection.
- Secure destruction means shredding the documents in a way the information they contain cannot be retrieved by any means. If digital, totally remove from all electronic devices. Few employees at the management level should be responsible for the secure destruction of these records.
- The **log form** must be used to track record destruction (see Appendix C).
- It will be critical to ensure the correct dates are recorded on both the collection and log documents as they will serve to count the 21 days after which the collection document should be securely destroyed.
- Immediately upon destruction of the documents, the personnel who has completed it should record it on the appropriate column of the **log form**.
- Only the **collection form** should be destroyed after 21 days. The **log form** should be kept for 12 months.
- Each day, personnel responsible for destruction should refer to the **log form**, verify expiry date and prepare collection forms to be destroyed that day.

### Restricted use and disclosure:

- The collection document record can only be used for contact tracing by Public Health officials in case of an outbreak.
- This record cannot be used by the collector for any purpose including being used for promotion, advertisement or be sold.
- Only upon request from an N.B. Medical Officer of Health or a Public Health Inspector should the personnel responsible for the disclosure that day provide the collection document to Public Health.
- Public Health will send a request via email (see Appendix D) or make a call and provide details on the day or days for which they are requesting the collection document.
- Personnel responsible for disclosure must:
  - Restrict the collection documents they provide to Public Health to all the days included in Public Health's request;
  - Ensure they provide the correct dates;
  - Not provide additional days on their own initiative, and
  - Strictly follow instructions provided in the request for a secure transmission of the document.

For more information on the *Personal Information Protection and Electronic Documents Act*, please consult the Office of the Privacy Commissioner of Canada website at <https://www.priv.gc.ca/en/for-businesses/>

## Appendix A: Notice on Collection of Contact Information Under NB Mandatory Order COVID-19

### **NOTICE ON COLLECTION OF CONTACT INFORMATION UNDER NB MANDATORY ORDER COVID-19**

***The mandatory order (COVID-19) issued by the Minister of Public Safety under the Emergency Measures Act requires that we ask for:***

*Your first and last name and a phone number or an email address so that Public Health can easily and quickly get in touch with you in case of an outbreak.*

*We will keep your information in a secure place at all times and will securely destroy it after 21 days.*

*We will not use or sell your information and will only share it with Public Health if they ask us to, in which case we will take precautionary measures when transferring it to them.*

*By providing your contact information, you understand it will be collected, used and disclosed as described above.*

*If you have questions or concerns regarding the collection, use, disclosure of your personal information, suspect or are aware of a privacy breach of your personal information, please contact: [Cpobpvp@qnb.ca](mailto:Cpobpvp@qnb.ca)*

*If you do not want to provide your contact information you will be refused access to this facility/event.*

## Appendix B: Collection Form

<b>MANDATORY ORDER COVID-19-COLLECTION FORM</b>				
<b>Name of the facility:</b> Means name of the venue or gathering			<b>Address of the facility:</b> Means address of the venue or gathering	
<b>Name of employee collecting contact information:</b> Means name of employee asking for the contact information and reporting it on the document			<b>Employee position:</b>	
<b>Name of employee responsible for storage, destruction and disclosure on (Public Health) request:</b> Means name of the employee responsible for ensuring secure storage, destruction and disclosure ON (Public Health) request that day			<b>Employee position:</b>	
<b>Date</b>	<b>First name</b>	<b>Last name</b>	<b>Phone number</b>	<b>Email address</b> <b><u>Only if no phone number</u></b>
<i>information is collected in format DD/MM/YYYY</i>	<i>Client's first name</i>	<i>Client's last name</i>	<i>Client phone number indicate if cell or landline by adding a CorL before the number</i>	<i>Email address to be collected only if no phone number available if phone number collected leave this section blank</i>
1-				
2-				
3-				
4-				
5-				
6-				
7-				
8-				
9-				
10-				
11-				
12-				
13-				
14-				

## Appendix C: Log Form

NOTE: This form must be kept for 12 months after which it must be securely destroyed. Secure destruction means shredding the documents in a way the information they contain cannot be retrieved by any means. If digital, delete the file.

<b>MANDATORY ORDER COVID-19 LOG</b>				
<b>Record document Date</b>	<b>Expiry date</b>  (Planned date for collection document destruction)	<b>Securely stored by</b>	<b>Securely destroyed on (date) by</b>	<b>Securely shared with Public Health on (date) by</b>
<i>Date of filled out record document DD/MM/YYYY</i>  <i>Example: 01/01/2020</i>	<i>Date filled out +21 days DD/MM/YYY</i>  <i>Example: 22/01/2020</i>	<i>Personnel Name and position</i>	<i>Date of destruction DD/MM/YYYY Personnel name and position</i>	<i>Date shared with Public Health DD/MM/YYYY Personnel name and position</i>
1-				
2-				
3-				
4-				
5-				
6-				
7-				
8-				
9-				
10-				
11-				
12-				
13-				
14-				
15-				
16-				
17-				
18-				

## Appendix D: Mandatory Order COVID-19 Disclosure

<p><b>MANDATORY ORDER COVID-19-DISCLOSURE</b></p>	<p>You are required to provide the collection document including names and phone numbers or email of patrons present at your venue/gathering on the dates indicated below upon immediate receipt of this request.</p> <p>Collection documents should be faxed to:</p> <p>Collection document should be emailed to:</p> <p>Name of the Medical Officer of Health requesting the disclosure:</p>
<p><b>Name of the facility:</b></p> <p><i>Means name of the venue or gathering</i></p>	<p><b>Address of the facility:</b></p> <p><i>Means address of the venue or gathering</i></p>
<p><b>Dates for which disclosure of collection document is requested:</b></p>	<p><b>Date the request is sent:</b></p>