



## TOWN OF AURORA/CYGHA UPDATED PROTOCOLS – RETURN TO PLAY

### Town of Aurora Return to Play Introductory Statement

It is imperative that all Sport Clubs regard health and safety as the highest priority, as one person's actions can negatively impact the health and wellness of other groups within the building. All Sport Clubs are expected to follow regulations and direction set by Town staff, respect the Return to Sport Guidelines from other Sport Clubs who share the facility, and work with the Town to create a safe environment for all.

**Zero Tolerance:** Due to numerous concerns with abusive and otherwise inappropriate behaviour during previous modified re-opening of the Town's indoor recreation facilities, there will be a zero tolerance policy in effect. Any inappropriate or abusive behaviour toward staff, other facility visitors, or otherwise, must be addressed immediately.

Upon notification from the Town of any such behaviour by any participant, staff, volunteer, parent/guardian or other person associated with the permit, the permit holder will be expected to investigate and upon confirmation will be required to take immediate action, which may include:

- Temporary suspension of the entire team
- Temporary suspension of an individual player
- Other steps as may be warranted

The permit holder will be required to notify the Town of what remedial action has been implemented. The Town also reserves the right to suspend permits for Sport Clubs where inappropriate behaviour is not addressed to the Town's satisfaction, or where the behaviour continues.

### Screening Process

- ❖ Every participant needs to fill in the online screening within 24 hours of the session.
- ❖ Town of Aurora Arenas are at full spectator capacity, each participant and spectator must fill out a CYGHA Waiver.
- ❖ The Email received after screening is the passport into the building.
- ❖ It MUST be shown to the safety ambassador, either by showing their phone, or by printing out the e-mail.
- ❖ If this isn't possible, it must be done again and verified, or entry will be denied.

Screening Link: <https://ewaivers.ca/pages/cyggha-ps>

### Added Security at Aurora Facilities

Effective Saturday, October 23<sup>rd</sup>, the following procedures will be in place for entry into the facilities:

#### **SARC and AFLC**

- At both of these centres we will have a security guard posted at the main entrance during peak volume periods (evenings & weekends)
- Security will ask each person why they are entering the building, and direct them accordingly:
  - People associated with a facility permit (ie: hockey or skating), will be directed to either;
    - Where their team/group is gathering outside with the SA; or
    - Directed to an appropriate line-up where security will then let them in one person/family at a time to see the SA indoors
  - People associated with a Town program/activity will be directed to another line up, where security will then allow them in one at a time
- Each permit holder should only require one SA, who will still be required to
  - Confirm proof of vaccination for all players, staff, volunteers and spectators
  - Confirm that screening and contact tracing has been completed

Note: Most organizations have a system in place already, but if you do not, I highly recommend the following process to help streamline the entry into our facilities:

- Create a team/class list that includes the names of each player/participant and their parents
- When you confirm that each person has shown their proof of vaccination, identify that on the list and use the same list every week
- In subsequent weeks you will only need to check the proof of vaccination for people that haven't shown it previously
- Anyone already confirmed on your list will not need to show proof again
- As you already have the contact info for each of your players/participants, you don't need to collect contact info for any spectators, as long as you record the spectator name in connection with the specific player they are with

With these steps in place, the time it takes for entry can be significantly reduced.

#### **ACC**

- For the ACC we will continue to operate without security, as the SA's and the Facility Greeter can continue to manage the procedures
- Following the recommendations noted above will also help provide a more streamlined entry at the ACC
- Given that we have very few Town programs at the ACC, security is not required to manage the different groups at the front of the building

#### Screening Protocols for SA

- SA will be stationed outside of the main entrance to complete screening where they will ensure all persons (players & spectators) associated with their permit, will line up in the queuing area designated. This SA will ensure that only one player/family enters at one time, to be screened.
- The SA will conduct the COVID screening, contact tracing and proof of vaccination status one person/family at a time.
- Once one person/family is screened, the SA can let the next person/family inside.
- If someone not associated with your permit comes to the main entrance, please direct them inside to the Facility Greeter (Town staff).

#### Important Protocol Reminders

The Town of Aurora would like for us to highlight certain reminders regarding new and existing protocols.

- No person associated with the CYGHA shall be allowed to enter the building unless the Safety Ambassador has verified/conducted the screening and contact tracing;
- The Safety Ambassador may conduct the screening and contact tracing indoors or outdoors, but must enter with the group to provide verification to Town staff;
- The Safety Ambassador must follow the direction of Town staff, which may include relocating to another specified location to conduct screening and contact tracing;
- Once the Safety Ambassador is no longer available at the entrance, no further entry will be allowed for anyone associated with the CYGHA;
- Safety Ambassadors (SA) must make sure that all players, coaches, trainers, and parents have passed their screening before entering the facility.
- The Safety Ambassador must also ensure that all players, coaches, trainers, and parents/spectators use the Town hand sanitizer upon entering the facility. Any CYGHA groups or teams will enter and exit the facility as directed by the Town

- In an effort to promote physical distancing of all facility users in Community Centres, all CYGHA users must arrive to the facility no earlier than 30 minutes prior to start of the permitted time, and must vacate the facility no later than 25 minutes after the end of the permitted time
- Any person who enters or uses the facility maintains a physical distance of at least two metres from any other person who is using the facility, except where allowed in accordance with the Provincial Order i.e. players on the ice
- In support of the Region's Medical Officer of Health's instructions to businesses and organizations regarding Mandatory Use of Face Masks, the Town requires that all persons wear face masks/coverings while inside the arenas. There are exceptions for players on the ice, spectators while consuming food or drink, the person is required to remove the face mask or covering for any emergency or medical purpose, or a child under the age of 2
- Please remind participants including coaches to put their mask on as soon as possible, once off the ice.
- Players and coaches are allowed to use the dressing rooms in order to get changed before and after the permitted ice time.
- Anyone in the dressing rooms must wear a properly fitted and secured face mask. Face masks are to cover both the nose and the mouth at all times when being worn.
- Off-ice training (i.e. warm-up) is not allowed within the facility, however space outside the facility can be used if physical distancing is followed
- Washrooms and showers inside dressing rooms are now operational but the CYGHA strongly encourages players not to use the showers at this time in order to minimize the risk of exposure. Restricting the time spent inside of the dressing rooms before and after the on ice event is strongly recommended
- Arena users are asked to remain in the designated dressing rooms, unless otherwise directed by Town staff, until the designated permit start time and return to the dressing room immediately following the end of permit time to reduce any interaction with other permit holders
- There can be no more than one (1) individual in the Arena Penalty Box at any given time

### **Parent/Guardian Helpers**

a. The parent/guardian must remain in the designated seating area at all times(in the stands at the arena), except for the following:

- i. To accompany the participant to the dressing room to assist with putting on equipment/skates where necessary;
  - ii. To accompany the participant to use the washroom where necessary;
  - iii. To assist the participant with the removal of equipment/skates where necessary;
  - iv. To use the washroom themselves.
- b. The parent/guardian must immediately return to the designated seating area(in the stands at the arena)
- c. All parents/guardians must be included in the screening and contact tracing procedures by the Safety Ambassador in accordance with the Provincial Order and this document

#### Protocols Specific to Arena Traffic Flow

##### Aurora Community Centre, McAlpine Lincoln Arena:

- 1. All entry and re-entry to the building must be through the main entrance only
- 2. Spectators seating is above the dressing rooms inside the arena, the warm seating area is closed
- 3. Sport Clubs are recommended to not leave any personal belongings in the Dressing room as it will remain unlocked during permitted use

##### Stronach Aurora Recreation Complex, Pfaff Arena:

- 1. The main entrance must always be used as the only entrance
- 2. Spectator seating is inside the arena, opposite to the players benches. The lobby area is closed for spectators
- 3. Sport Groups and Arena users need to bring their own personal padlock if they wish to secure the belongings in the Dressing room

##### Stronach Aurora Recreation Complex, Aurora Toyota Arena:

- 1. The main entrance must always be used as the only entrance
- 2. All re-entry into the building must be through the main entrance only
- 3. Spectator seating is inside the arena, opposite to the players benches. The lobby area and outside the glass opposite to the pool entrance is closed for spectators
- 4. Sport Clubs and Arena users need to bring their own personal padlock if they wish to secure the belongings in the Dressing room

#### Late Exit Protocols:

For groups that are the last rental at Aurora Facilities they are asking that we exit the facility's ice pad doors and not the main exit. Exiting the facility at the end of the night We are asking

that groups not exit through the front entrance at any of the complexes once the doors have been locked for the evening. Any group that opens the doors after they've been locked, may be subject to cancellation of permits.



