



# ***COVID-19 Reopening***

## ***Health and Safety Protocols***

---

Tri-Town Ice Arena is committed to the health and safety of our staff and customers and will continue to monitor the constantly changing recommendations by the CDC, US Government, Local Government and Public Health. We will continue updating our protocols and procedures as announcements and new recommendations are made.

Tri-Town Ice Arena  
311 West River Road  
Hooksett, NH 03106

(603) 485-1100

[www.tri-townicearena.com](http://www.tri-townicearena.com)

## OVERVIEW

### 1. STAFF AND CUSTOMER HEALTH

#### COVID-19 SCREENINGS

All customers will have their temperature taken at the assigned front entrance door with a non contact thermometer. Anyone displaying a temperature of 100.4 degrees F or higher or answers yes to any of the following questions, will not be allowed entrance into the facility and will be instructed to contact their health care provider

- 1) Do you have any possible symptoms of COVID-19?
  - a) Fever of 100.4 degrees F or higher in the last 72 hours
  - b) Respiratory symptoms such as runny nose, sore throat, cough, or shortness of breath
  - c) Flu-like symptoms such as muscle aches, chills, and severe fatigue
  - d) Changes in a person's sense of taste or smell
  
- 2) Have you had any close contact with someone who is suspected or confirmed to have COVID-19 in the past 14 days?
  
- 3) Traveled in the past 14 days either:
  - a) Internationally (outside the U.S.)
  - b) By cruise ship, or
  - c) Domestically (within the U.S.) outside of NH, VT, or ME on public transportation (e.g, bus, train, plane etc)

All Employees will be screened prior to the beginning of every shift for COVID-19 symptoms and have their temperature checked. Employees who are experiencing any COVID-19 symptoms will be sent home from work immediately.

#### FACE COVERINGS

All employees and any adults ages 16+ entering the facility will be required to wear a face covering such as a cloth or disposable mask to help protect against the spread of the virus. It is recommended by the CDC that anyone ages 2 and up wear a mask. Signage will be posted at the entrance doors to the facility.

#### PRACTICE SOCIAL DISTANCING

Employees and customers should practice social distancing while in the arena. Please try to keep at least 6 feet or more between anyone not in your family at all times. We will be adding "6 foot" social distancing markings on the floor throughout our facility for everyone's safety along with arranging benches and chairs with 6-foot distancing in between. We will also have green arrows on the floor to help foot traffic flow inside the arena. Signage will be posted inside the facility.

## **Spectators**

During the first phase of reopening, we will be allowing 1 parent (screened and masked) per **YOUTH SKATER** into the facility. No siblings please. Please follow all guidelines listed herein.

## **2. CLEANING PROTOCOLS**

Based on recommendations and guidance from the US Centers for Disease Control and Prevention (CDC) and Federal or State agencies we have increased our cleaning procedures to ensure the health of everyone in our facility and ensure we are taking the appropriate steps to reopen safely.

### **Public Areas**

- Public areas and high-moderate touched surfaces will be cleaned and disinfected with approved disinfectants at least every 2 hours

### **Employee COVID-19 Training**

- All staff members will be required to wear face coverings
- All staff members will be provided COVID-19 safety and cleaning protocols in order to keep our facility as clean and safe as possible

## **3. PERSONAL HYGIENE FOR STAFF AND CUSTOMERS**

- Please remember to wash your hands frequently with soap and water for at least 20 seconds
- Refrain from touching your face, nose and mouth
- Sneeze into a tissue or if not readily available into your elbow and immediately wash your hands with soap and water or use hand sanitizer
- Hand Sanitizer stations and pumps (60% alcohol or higher) will be located at the front entrance doors, exit doors, outside the restrooms along with numerous other locations for your use

## **4. PROGRAMS**

### **GENERAL GUIDELINES**

- At this time, only residents of New Hampshire, Maine or Vermont or current club members are allowed in the facility
- You will be allowed into the arena 15 minutes before your ice time
- Please arrive fully dressed as locker rooms may not be open at this time

- Please wait outside on the designated 6 ft markings until your group is welcomed into the facility
- Please use a designated “x” on the floor of the mezzanine to put your skates on or the assigned locker room (showers are closed).
- All customers will have their temperature checked and screened for Covid-19 symptoms at the front entrance door. If you have any symptoms of respiratory illness, please stay home. Anyone presenting a temperature of 100.4 or higher will not be allowed entrance to the facility.
- All customers are asked to sanitize their hands when they enter and exit the facility
- Everyone is asked to practice social distancing on and off the ice
- Please bring your own water bottle (water fountains will not be accessible) and hand sanitizer
- Please follow the arrows on the floor to help traffic flow inside the facility
- After your session, please take your skates off and exit the facility through the “exit only” doors as quickly as possible (15 minutes max).

#### HOCKEY

- No spitting on the ice or anywhere in the facility
- Coaches are required to wear masks in the facility (except when on the ice)
- No body contact

#### FIGURE SKATING (Invite Only)

- Please sign in at the front and pay for your session. We are currently only selling 1-hr ice times at \$20 per skater cash or check payable to Tri-Town Ice Arena.
- Skaters are asked to warm-up outside the facility
- Coaches are required to wear mask in the facility (except when on the ice)

If you have any questions or concerns, please feel free to call us at (603) 485-1100 or email [customerservice@tri-townicearena.com](mailto:customerservice@tri-townicearena.com).