



Cowichan Valley Regional District
COWICHAN LAKE RECREATION
COVID-19 Safety Plan

Contents

Overview.....	3
Strategic Objectives	3
Staged Approach to Service Restoration.....	4
Stage 1 (Mid-May through to Mid-June).....	4
Stage 2 (Late June through to Beginning of Sept)	4
Stage 3 (September to December)	5
Stage 4 (TBD)	6
Minimizing Risk in the Workplace.....	6
Screening for Illness	7
Before Entry	7
While at Facility	8
Proper Hygiene.....	8
Handwashing.....	8
Coughing and Sneezing	9
Physical Distancing in a Recreation Setting	9
Facility Protocols for Patrons.....	9
Occupancy Limits	9
Increased Restrictions	10
Mask Requirements.....	10
Entering and Exiting the Facility.....	10
Protocols for Staff	13
Office/Reception.....	13
Program Staff/Instructors.....	14
Facility Staff.....	14
Contract Workers	15
Public Communication	15
Cleaning of Facility/Supplies	15
First Aid	15
Crisis Management.....	16
Outbreak/Case Reported.....	16
APPENDIX 1	17
Occupancy Limits	17

Cowichan Lake Sports Arena	17
Lake Cowichan Centennial Hall	17
Honeymoon Bay Community Hall	18
Mesachie Lake Community Hall	18
Youbou Community Hall & Bowling Alley	18
APPENDIX 2.....	18
Signage and Resource Documents	18
APPENDIX 3.....	19
Arena Use Procedures	19
• Rental Contract Holder’s will be responsible for ensuring a contact tracing list is kept for each session rented. Following each session, you or a designate are required to keep list that contains the first and last name of each participants, volunteers, spectators, etc. and a telephone number or email address of each person as per the Provincial Ministerial Order for a minimum of 30 days. You no longer have to provide this list to Cowichan Lake Recreation	
21	
Curling Rink Use Procedure	22
Curling Lounge Use Procedure	23
Community Halls and Bowling Alley Use Procedures	24
APPENDIX 4.....	25
Forms and Handouts	25

Overview

The COVID-19 pandemic has had an impact on the Cowichan Valley Regional District’s (CVRD) ability to deliver programs and services to its citizens. Many services were temporarily stopped or modified in response to COVID-19 to ensure the health and wellbeing of the community and staff.

The CVRD has developed the [COVID-19 Restoration of Programs and Services Plan](#) to assist with the gradual process and decision making needed to restore services. This process will be guided by information and advice from health authorities, other levels of government, WorkSafeBC, and other stakeholder groups such as the BC Recreation & Parks Association (BCRPA), Lifesaving Society of BC, viaSport BC and Provincial and National sport governing bodies.

Strategic Objectives

The plan supports four primary strategic objectives guiding the CVRD’s collective efforts to respond to and overcome the COVID-19 pandemic. These include:

- Protect the health and safety of both employees and the public while serving as an essential service second line of defence against the COVID-19 pandemic as mandated by the Provincial Government
- Protect CVRD assets while also continuing to the full extent possible to deliver services needed by the community, while adhering to restrictions and limits prescribed by the Provincial Health Officer (PHO) and as mandated by the CVRD Board
- Do the necessary planning and complete all work needed to ensure that all facilities, programs, services and equipment will be in optimum condition and at operational status when re-opened for community use
- Ensure that the appropriate staff resources and remote work policies and procedures and appropriate technology is in place to provide the back of house services that will be needed over the full duration of the crisis to support all staff who are continuing to work on sustaining services as described above and on the recovery.

Staged Approach to Service Restoration

The CVRD is taking a staged approach to restoring services. The timing of each stage, and the restoration of individual programs and services within each stage, is subject to change as the COVID-19 pandemic and Provincial direction evolves. This plan assumes that there is no setback in the collective societal progress to flatten the curve of infections within the province.

The restoration of programs and services will necessitate changes in the way these services are delivered. A number of health and safety measures will be put in place across the facility to ensure the safety of both staff and public while utilizing the facility; however, it is the responsibility of the public to follow the established guidelines.

CVRD Recreation Facilities are taking a phased approach to restoring services through the Stages identified in the CVRD's COVID-19 Restoration of Programs & Services Plan.

Stage 1 (Mid-May through to Mid-June)

Characterized by the restoration of public access to most outdoor park amenities and outdoor programs with limits on group size.

Stage 2 (Late June through to Beginning of Sept)

Characterized by the re-opening of recreation facilities and enclosed park facilities with limited hours and/or restrictions. Registered programs are restored with modifications.

Phase 1 of Stage 2 (June 29 through to Aug 3)

The following services will be restored in a modified/restricted, slow roll out:

- Outdoor programs that started in Stage 1 continue
- Outdoor field bookings where physical distancing can be maintained
- Summer camps both on-site and off-site
- Outdoor parks programs
- Limited indoor programming
- No Food and Beverage Services will be provided
- Public Health/Blood Donor Clinic rentals will restart/continue

- Capacity limits will be reduced and modified based on active or non-active use with up to a maximum of 50 people (if the space allows for larger groups) for any use – ex. meetings, hockey, program, etc. (see capacity information for full details)
- Dressing rooms will be closed so participants need to arrive ready to play
- Access to facilities restricted to staff, tenants identified in this phase and program participants only (parent/caregiver if necessary)
- In-person reception restored at some locations.

Phase 2 of Stage 2 (Aug 4 through to Sept 7)

The following services will be restored in a modified/restricted, slow roll out:

- All items identified in Phase 1 continue
- Indoor programming expanded
- Indoor facility bookings will restart where physical distancing can be maintained
- Access to leased groups through CVRD-owned facilities will begin
- Access to facilities restricted to staff, rental users, and program participants only (parent/caregiver if necessary).

Stage 3 (September to December)

Characterized by expanded public access to programs and services.

Phase 1 of Stage 3 (Sept 8 through to Oct 12)

- Continue to slowly build on items identified in Stage 1 and 2
- Increased indoor programming
- Increased facility bookings and on-ice activities where physical distancing may not be maintained; however, ensuring safety plans are meeting requirements set out by Provincial Sport Organizations
- Rentals for social events/gatherings will not be considered at this time and will be reassessed at a later date
- Events offered through CVRD staff run programs or community society groups that are under 50 and can maintain physical distancing and incorporate COVID safety measures will be considered
- Community Spectators discouraged; if spectators allowed via rental group, spectators will be limited to a parent/immediate family member and included in the maximum capacity
- Dressing Room usage will begin as a pilot project at the Cowichan Community Centre beginning September 8th to determine feasibility of reopening and the ability to incorporate COVID safety requirements; all other facilities dressing rooms will remain closed and reassessed in Phase 2 of Stage 3
- Food and Beverage Services will remain closed and reassessed in Phase 2 of Stage 3
- CVRD Drop-in Hockey programs will not be offered; reassessed in Phase 2 of Stage 3
- Capacity Levels must not exceed the following (the lesser amount identified in each of these documents will prevail for identified activity):
 - Overall maximum group size of 50 as per Provincial Health Order

- viaSport recommendations outlined in the Return to Sport Guidelines for B.C. - Appendix H: Activities by Sport Type
- Group size maximum identified by your PSO
- CVRD COVID-19 Safety Plan – Appendix 1 Occupancy Limits.
- Ensure safety plans from Sports Organizations are updated to reflect any modifications to play.

Phase 2 of Stage 3 (Oct 5 to Dec 31, 2020)

- Dressing Room usage will restart Tuesday October 13, 2020 for age groups U-15 and U-18, Jr Hockey and Adult Groups
- Bar services will restart October 5 for Monday and Wednesday night curling
- Concession and Catering services will be reassessed at a later date
- CLR will offer Adult Hockey requiring registrations starting mid October. Drop-in Hockey programs are not happening at this time

Temporary Orders (November 20 - December 7)

- All persons over the age of twelve who are in CVRD buildings and facilities are required to wear a face mask. The exception is where staff are working at their work station, office or desk and where 2 metres of separation can be achieved. Masks must be worn in all public spaces, including, but not limited to hallways, elevators, and all commons areas. Children between the ages of two and eleven are strongly encouraged to wear a mask. Masks are not recommended for children under two.
 - Exception at CLSA Curl BC has mandated that masks must be worn during play and in all areas of the curling facility except when patrons are seated and having food or drink
- Meetings between a member of the public and a staff member should be virtual, or over the phone. If it is operationally necessary for specific in-person meetings all COVID-19 protocols will be strictly followed

Stage 4 (TBD)

Characterized by full restoration of programs and services where normal operations can return.

- Restore Events over 50
- Lift capacity restrictions
- Restore facility bookings back to pre-COVID-19 schedule, reducing buffers between bookings

Minimizing Risk in the Workplace

WorkSafeBC has responded to the importance of keeping our workers safe during the COVID-19 pandemic. The CVRD recognizes the importance of WorkSafeBC and its safety protocols put in place to protect workers, and all resources and guidelines have been considered when developing the plan.

It is important to note that workers do have the right to refuse work if they believe it presents an undue hazard. If a worker feels they are being exposed to an undue hazard, they should follow the steps outlined in the CVRD Occupational Health and Safety Program.

It is important to incorporate strategies for reducing transmission risks of COVID-19 to safeguard workers. The following controls will be in effect:

1. **Working from Home/Changes to Workplace Setup** – CVRD has developed a Working from Home Policy to limit the number of people within the workplace at any one time. Where possible, schedules will be modified to minimize the number of workers in one space and those working on-site will be assigned areas that are at least 2 metres (6.6ft) apart for coworkers, customers and others
2. **Strict Illness Policy** – increased measures will be put in place to ensure staff conduct self-screening prior to entering the workplace as outlined in the plan
3. **Physical Distancing Controls** – this is the most fundamental health measure in decreasing the transmission of COVID-19. The essential implementation of this health measure is to provide a least two metres of space between people where possible
4. **Engineering Controls** – plexiglass shields will be installed where staff provide sales and the 2 metres (6.6ft) apart isn't always possible
5. **Administrative Controls** – the facility will be implementing a number of administrative controls outlined in this document to ensure good communication through signage, directional arrows/line up dots to assist with physical distancing, encouragement of card payments or online payments over cash, and reminders not to linger
- **Personal Protective Equipment (PPE)** – All persons over the age of twelve who are in CVRD buildings and facilities are required to wear a face mask. The exception is where staff are working at their work station, office or desk and where 2 metres of separation can be achieved. Masks must be worn in all public spaces, including, but not limited to hallways, elevators, and all commons areas. Children between the ages of two and eleven are strongly encouraged to wear a mask. Masks are not recommended for children under two:
 - a. The use of gloves may be considered where one of the above controls is not possible or effective.
 - b. Workers must follow the proper usage guidelines included in staff training.

Screening for Illness

Before Entry

Staff and patrons will be expected to screen themselves for flu-like symptoms prior to daily entry of the facility. Please make use of the [COVID-19 Assessment Tool](#) prior to entering the facility each day. This tool helps you determine if you need to call 8-1-1 to see a medical professional or need to self-isolate and monitor. This tool is preferred as a first step before calling 8-1-1 to manage call-load for our medical system.

Please pay particular attention to the tool stating the following:

- If you have a fever, sore throat, cough, difficulty breathing, or are sneezing you should stay home from work/school for 10 days and avoid going out in public as much as possible

- If you have travelled outside of Canada in the last 14 days you are to stay home and self-quarantine
- If you feel you are suffering from any other symptoms such as flu-like symptoms including diarrhea in the last 24 hours you are expected to stay home.

If you answer YES to any of the above, STAY HOME.

While at Facility

If a patron/staff member becomes ill while attending the facility we ask that you remove yourself from the facility immediately and contact our office to notify staff. This will allow us to take the following measures:

- Staff to conduct a thorough cleaning of the spaces/equipment where the symptomatic person was and no one is to enter these spaces until cleaning has been completed
- If a patron tests positive for COVID-19, staff will immediately follow directions provided by Island Health.

If a staff member feels a patron/staff member displays symptoms while at the facility, they will be asked to leave. The following measures will take place:

- Staff member who requested the patron/staff member to leave will contact their supervisor to inform and document
- Patron/Staff member must exit premises as quickly as possible. If immediate departure is not possible, then they will be asked to self-isolate in an appropriate area, distancing themselves from other staff and patrons
- Staff to conduct a thorough cleaning of the spaces where the symptomatic person was and no one is to enter these spaces until cleaning has been completed
- Patron/Staff member who falls ill will be given the Illness Policy Handout and will be required to follow the Illness Policy guidelines prior to returning to the facility
- If patron/staff member tests positive for COVID-19, follow directions provided by Island Health.

Proper Hygiene

Handwashing

To reduce the spread of COVID-19, handwashing has been identified as the most effective method. Staff will be required, and patrons strongly recommended, to increase handwashing for all utilizing the facility. Proper handwashing procedures have been posted throughout the facility and handwashing is recommended:

- Upon arrival and before departure of the facility
- Before and after any transactions
- Before and after eating and drinking
- After using the toilet
- Before and after playing on any play structure or use of equipment
- After sneezing or coughing or blowing your nose
- Whenever their hands are visibly dirty

Coughing and Sneezing

It is expected that coughing and sneezing that is unrelated to illness may occur. Staff, instructors, and participants are expected to use good hygiene and protocol when this occurs.

- Coughing and sneezing into elbow
- Nose blowing - use enough layers of tissue paper so that the fingers do not touch the secretions
- Immediately dispose of tissue paper in a garbage can with a bag and lid, if possible
- Wash the hands with soap and water
- Tissues will be made readily available throughout the facility

Physical Distancing in a Recreation Setting

The focus of recreation facilities is to provide opportunities for recreation, health, well-being and social connected-ness. It is expected that you do so in a way that minimizes risk to participants, instructors and staff. Facility usage, room capacities, adapted activities, equipment usage are all part of these considerations. Please follow the guidelines below to ensure proper physical distancing during your usage.

- Abide by facility signage which includes directional signage, distancing dots, and visual cues throughout the building
- Staff will set up a flow within the space that minimizes the need for contact or negotiating shared space
- Adhere to the room capacity. Room capacities are based on square footage of the space, usage (active vs. non-active)
- Ensure that a minimum of 2 metres (6.6 ft) of space between participants from different households when participating in non-active actions/programs, and a minimum of 5 m² (53.8 ft²) when participating in active programs
- Physical distancing enforced when outside the field of play. Masks are to be worn if unable to maintain physical distancing at all times outside field of play.

Facility Protocols for Patrons

Occupancy Limits

The occupancy limit for the facility is determined by the BC Ministry of Health - Guidance to Retail Food and Grocery Stores. The occupancy limit has been determined for each space and included in Appendix 1. It is important to note that the maximum capacity for each room may be modified to a lower number depending on the equipment in the room or activity taking place.

Factors to take into consideration will include:

- Provincial Sport Organization Guidelines and Recommendations for each sport
- Local Sport Organization restrictions included in their safety plan
- Program requirements and amount of active movement taking place within the program
- Programs that are non-active will not exceed posted maximum capacities
- Maximum group size has been identified as 50 per use at this time which includes participants, volunteers and spectators.

Increased Restrictions

The following restrictions have been added to assist staff in maintaining the health and safety within the facility:

- Arrival and Departure times of users need to be honoured as outlined below
- Bookings and programs within the facility will be staggered to assist with reducing congestion at entry/exit points and within the overall facility
- Usage of rooms/ice will be required to have a 30-minute buffer built in between uses to ensure proper cleaning and gap between arrivals and departures. A 60-minute buffer will be built in between uses where alcohol is served (curling lounge and bowling alley).

Mask Requirements

- All persons over the age of twelve who are in CVRD buildings and facilities are required to wear a face mask. The exception is where staff are working at their work station, office or desk and where 2 metres of separation can be achieved. Masks must be worn in all public spaces, including, but not limited to hallways, elevators, and all commons areas. Children between the ages of two and eleven are strongly encouraged to wear a mask. Masks are not recommended for children under two.
- While participating in a program/activity the following is required:
 - **Active Programs/Activities:**
 - Masks are required to be worn through all common areas and can only be removed once on the activity field of play Ex. ice surface, gymnasium, fitness class allocated space, etc. Once patron has finished activity, mask must be worn when exiting field of play area
 - **Non-Active Programs/Activities:**
 - Masks are required to be worn at all times. Ex. Include art classes, quilting, music class, etc.

Please note that as per Curl BC – masks must be worn by curlers while on the ice and in common areas like the lounge and can only be removed to eat or drink.

Entering and Exiting the Facility

- Notices will be displayed at the main entrance instructing patrons, delivery personnel and staff not to enter if they are exhibiting flu-like symptoms or symptoms of COVID-19
- It is expected that you are entering the facility because you, yourself are attending a program or activity being offered or require the sale of an item such as a transit pass. All other persons will be asked to remain outside versus entering the facility to assist in maintaining lower occupancy and physical distancing requirements
- Patrons must follow all directional markers through the facility and obey all posted signs
- Hand sanitizer will be provided inside entrance areas and throughout the facility for people to use when entering and exiting the facility; however, handwashing is the preferred method upon entry and exit
- If you require interactions with staff, please ensure you maintain physical distance of no less than 2 metres (6.6 ft)

- All persons over the age of twelve who are in CVRD buildings and facilities are required to wear a face mask. The exception is where staff are working at their work station, office or desk and where 2 metres of separation can be achieved. Masks must be worn in all public spaces, including, but not limited to hallways, elevators, and all commons areas. Children between the ages of two and eleven are strongly encouraged to wear a mask. Masks are not recommended for children under two.

Patrons (Non-Hockey, Skating, Curling & Program (June 29 onwards)):

- In-person reception and registration services may be limited. Patrons registering for programs are encouraged to do so online. Drop-in programs and public skate sessions now require pre-booking through the online system (reccowichan.ca). No walk-in, drop-ins allowed at this time
- Patrons requiring services through the office will need to do so through the Plexiglas window at the front counter in the main lobby. The office has limited staff only access
- Transit passes, dog licenses, program registrations, facility bookings or information from office staff will be queued in line outside the main lobby front doors with markers indicating correct physical distancing. Patrons can use benches located outside the main front doors but will need to sit as indicated by social distancing dots
- No more than 2 people at a time will be allowed to que up to the front counter inside the lobby
- Gender neutral, wheel chair accessible public washroom is located in the lobby
- Patrons, once finished at the front counter will be asked to keep right and exit through the side lobby door noting that people who cannot do the stairs will be allowed to exit the same way they entered while maintaining social distancing

Hockey and Skating Patrons (August 4 onwards):

- Users that require time to put on additional gear upon arriving such as skates are asked to arrive no more than 15 minutes ahead of your ice start time, change immediately following your scheduled slot and leave immediately afterwards, staying no longer than 10 minutes
- Patrons who are attending offerings through “Arena User Groups” such as Minor Hockey or Figure Skating Club or Cowichan Lake Recreation will access the facility through the south side arena doors labeled “Hockey/Skating Entrance” and follow the directional markers and guidelines outlined in their “User Group” Safety Plan that they should be familiar with prior to attending the facility
- Access to the arena facility from the main lobby will be locked until further notice
- Spectators (including parent spectators) are not permitted at this time. If a child 6 years of age or younger is attending a program or rental, you may be required to stay on site as a parent helper to assist your child. If you are not required to stay on site and your child is able to participate without your guidance, we ask that you do not remain on site. The parent that is assisting, will be required to provide their name and phone number to be included in our attendance records for contact tracing purposes.
- Capacity levels must not exceed the following (the lesser amount identified in each of these documents will prevail for the identified activity):
 - Overall maximum group size of 50 as per the Provincial Health Order;
 - viaSport recommendations outlined in the Return to Sport Guidelines for B.C. – Appendix H: Activities by Sport Type;

- Group size maximum identified by your PSO; or
- CVRD COVID-19 Safety Plan – Appendix 1 Occupancy Limits

Recreation Indoor Program Participants (August 4 onwards):

- Patrons are asked to arrive no more than 10 minutes prior to the start of a program and leave immediately following the program, staying no longer than 10 minutes
- Participants attending programs will be provided with a program guideline document prior to the start of the program, which outlines entry and exit procedures. Each program is different based on the room your program will be utilizing. Please ensure you fully understand this document prior to arriving

Curling Patrons (Oct 1 onwards):

- Curlers will enter the building through the main lobby front doors and proceed directly to the curling lounge which will remain locked until 15 minutes prior to curling start time
- Curlers that require time to put on additional gear upon arriving such as curling shoes, are asked to arrive no more than 15 minutes ahead of your curling start time
- Chairs will be placed 6 feet apart at tables in the curling lounge for curlers to change their shoes before curling. Curlers are asked to leave their street shoes under these chairs and to take their personal belongings with them into the curling rink. Cubbies are provided for your use while on the ice
- Bar services will be restarted October 5 but liquor sales will be cut off at 10 pm
- Once curling is finished curlers are asked to exit the building through the lower viewing area to the parking lot on the north side
- As per Curl BC - Masks are to be worn at all times except when eating and drinking.

User Groups

- Sport Related Users - required to provide a safety plan that meets their Provincial Sports Organization (PSO) or viaSport Return to Play (if your club does not fall under a PSO) and meet the requirements of the CVRD Facility Safety Plan
- Non-Sport Related Users - required to provide a user group safety plan that meets the requirements identified in the [BCRPA- Non-Sport Group Template](#) and of the CVRD Recreation Safety Plan
- Appoints a “host” within your group to oversee your participants and ensure they are following all requirements outlined in both the CVRD Facility Safety Plan and your plan you provided
- Limit access to equipment storage rooms (if you have storage on site) to equipment manager or designate; responsible for ensuring all equipment is stored and sanitized in a proper manner which should be detailed in your safety plan
- Understand that the contract holder is responsible for enforcing all Safety Guidelines outlined in this document and your user group safety plan, and if these guidelines are not being followed, the facility will impose penalties and fines up to and including the loss of use.
 - Fees and fines associated with all booking suspensions due to CVRD Facility Safety Plan violations by the Licensee and their participants, will be the responsibility of the Licensee.

- For contact tracing purposes, all user groups must collect and keep an attendee list for each rental with the first and last names and telephone number, or email address of all attendees including participants, spectators, etc. as per Provincial Ministerial Order. You no longer have to provide Cowichan Lake Recreation with a copy of this list but you must keep it for 30 days in case you get asked for it by Island Health.

Protocols for Staff

Office/Reception

- Staff are required to follow “Staffing Guidelines” that have been provided to them in both training sessions and written documentation
- **Please be aware** – office hours have been reduced and could be changing from time to time during COVID-19. Cowichan Lake Recreation’s main arena office will be open until further notice Monday to Friday 10:00 am to 5:00 pm and Saturdays 10:00 am – 2:00 pm, closed Sundays and statutory holidays
- Staff working from home can, from time to time, come into CLR facilities to perform some of their job duties as necessary. Prior to coming to CLSA these staff are required to check in with the Manager, Facility Coordinator and Secretary III so that, for safety reasons, there is enough time to reassess numbers of staff already onsite and to note that there will be extra staff in the building in case of an ammonia leak, earthquake, fire or other unexpected emergency. In all cases, COVID protocol must be followed
- **Mask Requirements**
 - a. All persons over the age of twelve who are in CVRD buildings and facilities are required to wear a face mask. The exception is where staff are working at their workstation, office or desk and where 2 metres of separation can be achieved. Masks must be worn in all public spaces, including, but not limited to hallways, elevators, and all commons areas. Children between the ages of two and eleven are strongly encouraged to wear a mask. Masks are not recommended for children under two.
- Markers will be placed on the floor leading up to the office window and outside the building informing our patrons of proper physical distance spacing
- Plexiglas panels have been installed to provide a barrier between staff and patrons
- Signage will be visible at the window asking patrons to maintain as much distance between them and staff as possible at all times
- Staff will be required to sanitize high touch points at their workstation before and after their shift: chair arm rests, keyboard, computer mouse, countertop surfaces, filing cabinet drawers, photocopier, telephones and other regularly used office items
- For the safety of staff and our patrons, cash is asked to only be used as a last resort. Touchless debit and credit payments are preferred. Pin pads will be placed on the counter so that a patron can process their payment. The pin pad will be wiped and cleaned after each unique use. Staff have been instructed to not come into contact with patron bank cards
- Drop-in programs, as such, are not happening at this time. Please ask customers to pre-register for all drop-in program spaces and skate sessions to hold their spot. By pre-purchasing their drop-in session online, or over the phone or at the front arena office counter with the assistance of staff, they guarantee their space, sign their required COVID-19 Assumption of Risk form and show up on our class list. No walk-in drop-ins at this time due to the pandemic.

Program Staff/Instructors

Will be responsible for:

- Sanitizing equipment after each use
- Developing specific program guidelines for each program and sending out to participants prior to the start of the program, to ensure participants fully understand the safety measures in place and what's expected of them when entering the facility
- Ensuring COVID-19 waivers have been received from every participant prior to attending
- Signing in patrons to avoid shared use of pens
- Visually screening and in some cases asking screening questions of participants and sending anyone home that displays any symptoms
- Encourage physical distancing during class
- Follow first aid procedures if a situation were to arise which includes gearing up with personal protective equipment prior to assisting in a medical emergency
- **Mask Requirements**
 - a. All persons over the age of twelve who are in CVRD buildings and facilities are required to wear a face mask. The exception is where staff are working at their work station, office or desk and where 2 metres of separation can be achieved. Masks must be worn in all public spaces, including, but not limited to hallways, elevators, and all commons areas. Children between the ages of two and eleven are strongly encouraged to wear a mask. Masks are not recommended for children under two.
 - b. While participating in a program/activity the following is required:
 - i. **Active Programs/Activities:**
 1. Masks are required to be worn through all common areas and can only be removed once on the activity field of play Ex. ice surface, gymnasium, fitness class allocated space, etc. Once patron has finished activity, mask must be worn when existing field of play area.
 - ii. **Non-Active Programs/Activities:**
 1. Masks are required to be worn at all times. Ex. Include art classes, quilting, music class, etc.

Facility Staff

- Encouraged to minimize their customer interactions
- Required to maintain physical distancing while in the workplace wherever possible
- Increase frequency of sanitizing high touch surfaces such as door handles, light switches, toilet handles, taps, table tops etc.
- Committed to heavy-duty cleaning and sanitization following the guidelines set out by Island Health in relation to Cleaning and Disinfection for Public Settings for COVID-19
- **Mask Requirements**
 - a. All persons over the age of twelve who are in CVRD buildings and facilities are required to wear a face mask. The exception is where staff are working at their work station, office or desk and where 2 metres of separation can be achieved. Masks must be worn in all public spaces, including, but not limited to hallways, elevators, and all commons areas. Children between the ages of two and eleven are strongly encouraged to wear a mask. Masks are not recommended for children under two.

Contract Workers

- Required to follow safety guidelines outlined in this document
- Required to complete a CVRD Fit for Duty questionnaire prior to commencing work on site (to be coordinated with the Facility Coordinator)

Public Communication

- Staff will develop specific program guidelines for each program and send out to participants prior to the start of the program, to ensure participants fully understand the safety measures in place and what's expected of them when entering the facility
- User groups to provide their members with a copy of their safety plan to ensure they understand the expectations of them when utilizing the facility
- Post CVRD Program/User Group guideline documents and facility safety plans online to allow them an opportunity to review prior to visiting the facility
- Increased signage and directional information to assist patrons in moving through the facility; measures will be taken to have markers/signage in places where crowds tend to gather and to encourage physical distancing
- Inform and educate public about not sharing equipment and the process for changing their footwear

Cleaning of Facility/Supplies

All areas of the facility will be cleaned and disinfected daily utilizing approved cleaners and disinfectants.

- Programming staff will be responsible for cleaning program equipment and supplies after each use
- Staff will increase cleaning frequently touched surfaces such as door handles, light switches, toilet handles, taps, and table tops, etc.
- Increased buffers between bookings will be added to ensure sanitization between users
- User groups utilizing equipment will be expected to sanitize their own equipment and should be outlined in their safety plan on how they are managing this
- Cleaning/checks of washrooms will be posted to inform patrons
- Following the cleaning and disinfecting of surfaces, it is recommended that gloves are discarded and hands are washed with soap and water or an alcohol-based hand sanitizer solution
- CVRD Facilities staff will do heavy duty cleaning and sanitization of the Cowichan Lake Sports Arena and Bowling Alley at the end of each day and the Community Halls twice a week. Staff will be following the guidelines set out by Island Health in relation to [Cleaning and Disinfection for Public Settings during COVID-19](#).

First Aid/Crisis Management/Outbreak

First Aid

Responding to First Aid situations will still be required by user groups' "First Aid Attendant" as is required currently/pre-COVID-19; an instructor teaching the program; or a staff member

assisting another staff member. In an emergency, a staff member will assist the above first responder. Additional safety measures are required with COVID-19, including additional PPE added to first aid kits.

It is required that User Groups include a first aid plan in their safety plan and increase PPE supplies in their first aid kits.

Staff will follow protocols provided by WorkSafeBC OFAA protocols for COVID-19 and follow hygiene and distancing as guided. Full details are included in Appendix 5 – Policy and Procedures.

Crisis Management

During a crisis, it's normal for our brains to go into "flight or fight" mode which can affect good decision-making. It's important to stay calm and think logically if a crisis situation were to arise.

Steps to consider when dealing with a crisis:

- It is important to assess the situation and ensure you are not putting yourself in harm's way. If you are at risk and it's an emergency, call 9-1-1
- Implement existing protocols if it's a crisis that has outlined procedures, ensuring you maintain physical distancing to protect yourself
- If it's not an emergency and you are able to talk it through at a safe distance:
 - Provide a listening ear, often that's all individuals are looking for
 - Offer reassurance and understanding
 - If there is an identified problem, let them know you will take appropriate measures to address the situation
 - Follow back up with the individual so they feel satisfied with the way the situation was handled

Outbreak/Case Reported

Should a case or outbreak occur, early detection of influenza-like-illness or gastrointestinal symptoms will facilitate the immediate implementation of effective control measures to limit the size and length of an outbreak. It is important that once symptoms have been reported, enhanced cleaning measures are implemented as it's one of the most important factors in limiting the size and length of an outbreak.

If a case or outbreak is reported, the following measures should take place:

- Staff member taking the report needs to complete an incident report and notify the Manager immediately
- Ensure person reporting has been given direction from Island Health on next steps and ensure they have a copy of our Illness Policy (Appendix 4) and advise individuals to self-isolate as per policy. Individuals can contact 8-1-1 if further health advice is required or 9-1-1 if it is an emergency
- Manager will contact Facility Coordinator to determine sanitization measures required
- Manager will determine what needs to be modified or cancelled within the facility based on direction from the General Manager of Community Services

- In the event of a suspected case or outbreak, immediately report and discuss with the Medical Health Officer (or delegate) at Island Health and follow their direction in regards to next steps and contact tracing
- Implement Illness Policy for other participants and staff if deemed necessary by Island Health

APPENDIX 1

Occupancy Limits

Staff and patrons must adhere to the occupancy limits set to ensure health and safety as well as meet the required guidelines determined by the BC Ministry of Health - Guidance to Retail Food and Grocery Stores. Additional restrictions have been placed on occupancy based on management discretion. At this time, maximum group size has been identified as 50.

Cowichan Lake Sports Arena

Area	Active Programs	Non-Active Programs/Meetings	User Group Safety Plan Specifications
Arena Ice Rink	50 – Public Skates 50 – Hockey 50 – Figure skating	50	User groups required to follow guidelines outlined in their safety plan (in most cases set by your PSO or viaSport BC), not exceeding 50 totals. Essential game day staffing levels may be modified for Jr. A and Minor Hockey with prior approval.
Warm Room	8	15	
Dressing Rms 2 - 4	OPEN OCT 13 with limitations – no showers and age group specific – see page 6	5	
Dressing Rm 5 - 8	OPEN OCT 13 with limitations – no showers and age group specific – see page 6	12	
Ref Room	2	2	
MPR A	24	50	
MPR B (PS Ext)	12	30	
Playschool Room	12	n/a	
Upper Viewing Area	N/A CLOSED	25 CLOSED	
Meeting Room	n/a	6	
Curling Lounge	36	50	
Curling Rink	50	50	
Curling Change Rm	CLOSED	4 CLOSED for season	

Lake Cowichan Centennial Hall

Area	Active Programs	Non-Active Programs/Meetings	User Group Safety Plan Specifications
Upper Hall	50	50	As per above - not exceeding 50 totals as per above
Lower Hall	44	50	
Kitchen	n/a	3	

Honeymoon Bay Community Hall

Area	Active Programs	Non-Active Programs/Meetings	User Group Safety Plan Specifications
Main Hall	50	50	As per above, not exceeding 50 totals as per above
Kitchen	n/a	3	
Dining Room	25	50	
Foyer	n/a	n/a	As per Canada Post

Mesachie Lake Community Hall

Area	Active Programs	Non-Active Programs/Meetings	User Group Safety Plan Specifications
Main Hall	36	50	As per above, not exceeding 50 totals as per above
Kitchen	n/a	3	
Foyer	n/a	n/a	As per Canada Post

Youbou Community Hall & Bowling Alley

Area	Active Programs	Non-Active Programs/Meetings	User Group Safety Plan Specifications
Main Hall	50	50	As per above, not exceeding 50 totals as per above
Kitchen	n/a	3	
Upper Hall	49	50	
Play school Room	n/a	8	
Bowling Alley	12	34	

APPENDIX 2

Signage and Resource Documents

It is important to ensure staff and public are well informed of what's expected of them while entering the facility. The following guidelines should be considered when utilizing signage

- Clear, simple and to the point
- Enough, remembering not to overkill

Signage to be utilized within the facilities

- Entry Signage – Enter, Exit clearly marked
- Directional Signage promoting one-way travel where appropriate
- Entry - [Are you ill? Do Not Enter](#)
- Line Up Markers – Physical Distancing dots available through CVRD (contact manager for details)

- [Physical Distancing Signage](#) – high congestion areas, elevators, arena stands, washrooms, etc.
- [Room Capacity](#)
- [Handwashing Poster](#) – to be posted in all washrooms and near sinks where handwashing occurs. Optional [Child friendly poster](#) if posting in children setting
- CVRD Masks are required – signage to be posted in all common areas.
- Thank you, signage, - for arriving/departing on time at exit/entry points

All signage links are provided through Government of BC or BC Centre for Disease Control and are safe to open.

Additional Resources

1. PPE Use – [Proper way to wear a mask](#)
2. [Cleaning and Disinfectants](#)

APPENDIX 3

Arena Use Procedures

In addition to the General Safety Plan, the follow procedures have been put in place specific to the Arena area:

Entrance

- Arena patrons will access the facility through the second set of south side arena doors labeled “Hockey/Skating Entrance” and follow the directional signage and social distancing markers
- Arena patrons will exit the facility through the south side arena doors labelled “Exit Only”
- Participants are encouraged to come fully dressed in gear; chairs will be allocated outside dressing rooms for groups to use for putting on/taking off skates. Dressing rooms will be available October 13 with no showers to age specific groups. See page 6.
- Parent/Guardian of skater is encouraged to drop off at door however, if this is not an option for you, we ask that you limit it to one parent accompanying a child (no siblings or other children). Staff will not be available to assist with tying skates. Players and families are to follow the Safety Plans put in place by their Local Sport Organization (LSO).

Upon Building Entry

- Dressing rooms will be available October 13 with no showers to age specific groups. See page 6.
- Players will go to the marked seating locations outside dressing rooms #5 – 8 or into a dressing room if assigned. You are to ensure physical distancing at all times outside the field of play.
- Seats are to be used to tie skates, fasten helmet, and remove skate guards
- Skate guards/street shoes will be left at the seat as the participants take the ice

- **NO SPITTING ANYWHERE IN THE FACILITY OR ON THE ICE** – if caught, you will be asked to leave the facility immediately. Due to the high risk of COVID, this rule will be **strictly enforced**

Ice Entry/Exit

- Entry and exit of ice surface will take place through the gate at the east end of the arena near dressing room #5.
- Once dressed, walk single file, maintaining physical distancing
- Do not stop to talk
- Player benches can be utilized if physical distancing is maintained
- Exit off ice in the same fashion as entry; proceed back to chairs located outside dressing rooms to take off skates and exit immediately to allow for next group coming in

Spectators

- Spectators (including parent spectators) are not permitted at this time. If a child 6 years of age or younger is attending a program or rental, you may be required to stay on site as a parent helper to assist your child. If you are not required to stay on site and your child is able to participate without your guidance, we ask that you do not remain on site. The parent that is assisting, will be required to provide their name and phone number to be included in our attendance records for contact tracing purposes.

Use of Dressing Rooms

At time dressing rooms at the Cowichan Lake Sports Arena will re-open October 13 for age groups U-15 and U-18, Jr Hockey and Adult Groups and will only be allocated if prior knowledge of qualifying age groups has been received by admin staff in time to update our system with this information. It is up to the user group to let CLR staff know that their ice slot will be used by U-15 or U-18 age groups and up. It is also up to the user group to update their safety plans and resubmit with information on how they will manage the use of dressing rooms during the pandemic.

When open, access to dressing rooms will be restricted due to the size and capacity to maintain physical distancing. **Patrons attending the facility are encouraged to continue to arrive dressed and ready whenever possible.** Dressing rooms assignments are age specific and there are no showers available. Two dressing rooms will be assigned per team and only 15 minutes prior to your ice slot start time. You must leave the building within 10 minutes of being buzzed off the ice. Dressing room assignments will not be made for incoming groups until everyone from the previous group has left the building and staff have time to sanitize.

Patrons that require a change of attire/equipment/gear/etc. are asked to adhere to the following:

- Dress in as much gear as possible prior to arriving
- Utilize the warm room and off ice space to put on final gear (such as goalie pads), skates, etc.
- It is important to arrive no earlier than 15 minutes of your scheduled slot
- There will be no access to showers; you will need to shower at home
- Leave immediately following the removal of your gear (no more than 10 mins)

- If you need to discuss items with teams, etc. please do so outside or over the phone at a later time
- Maintain physical distancing at all times or wear a mask while in the dressing rooms.

On-Ice Procedure

- Groups must follow guidelines set out in your approved safety plan
- Physical Distancing must be maintained while outside the field of play
- Field of play includes the ice, the players benches and the penalty boxes
- No sharing of water bottles
- **No spitting at anytime anywhere in this facility.** – if caught, you will be asked to leave the facility immediately. Due to the high risk of COVID, this rule will be **strictly enforced.**

Safety Protocol

- Each team must have a “host” at the front door to supervise the group and ensure that unauthorized individuals do not enter the arena.
- Rental Contract Holder’s will be responsible for ensuring a contact tracing list is kept for each session rented. Following each session, you or a designate are required to keep list that contains the first and last name of each participants, volunteers, spectators, etc. and a telephone number or email address of each person as per the Provincial Ministerial Order for a minimum of 30 days. You no longer have to provide this list to Cowichan Lake Recreation

COVID Safety Violations – Staged Discipline

First Offense:

- email communication to Licensee outlining safety concerns

Second Offense:

- email communication to Licensee outlining safety concerns followed up by verbal communication.
- Remind Licensee that further safety violations will result in a booking suspension.
- Inform Licensee that should any bookings be suspended due to safety plan violations, the Licensee will be responsible for the rental fees associated with the cancelled booking.

Third Offense:

- email communication to Licensee outlining safety concerns followed up by verbal communication.
- Inform the Licensee that their next booking will be suspended and that the rental fees associated with the suspended booking will be charged.
- Inform the Licensee that further violations will result in additional booking suspensions, fines and/ or their account being suspended from all CVRD booking privileges.

Fourth Offense:

- email communication to Licensee outlining safety concerns followed up by verbal communication.
- Inform the Licensee that their next 3 bookings will be suspended and that the rental fees associated with the 1st suspended booking plus a \$100 fine will be charged.
- Inform the Licensee that further violations will result in additional booking suspensions, increased fines and/ or their account being suspended from all CVRD booking privileges for a period of time.

Further offenses:

- At the Manager's discretion may include:
 - An increasing number of booking suspensions (i.e. 5, 7, 9)
 - Increasing the fine by an additional \$100 per repeated offense
 - Suspension of the remaining bookings for the season, calendar year, or until the pandemic is declared over by the Province of BC.

Curling Rink Use Procedure

In addition to the General Safety Plan, the follow procedures have been put in place specific to the Cowichan Rocks Curling area:

Entrance

- Curling patrons will access the facility through the main lobby front door and follow the directional signage and social distancing markers into the curling lounge
- Participants are encouraged to come fully dressed in gear; chairs will be allocated in the curling lounge to use for putting on/taking off curling shoes
- Parent/Guardian of curler is encouraged to drop off at door however, if this is not an option you we ask that you limit it to one parent accompanying a child (no siblings or other children). Staff will not be available to assist with tying or cleaning shoes
- Enter curling rink through south side door of curling rink marked "Entrance Only"

Upon Building Entry

- Curling dressing room is not available for use at this time
- Seats in curling lounge, spaced 2 metres apart, are to be used to put on curling shoes
- Street shoes will be left at the seat as the participants take the ice
- **NO SPITTING ANYWHERE IN THE FACILITY OR ON THE ICE** – if caught, you will be asked to leave the facility immediately. Due to the high risk of COVID, this rule will be **strictly enforced**

Ice Entry/Exit

- Exit curling ice surface through north side door of the lobby marked "Exit Only"
- Maintain social distancing at all times
- Curling patrons will exit the building through the north side lower curling viewing area door labelled "Exit Only"

Spectators

- Spectators (including parent spectators) are not permitted at this time. If a child 6 years of age or younger is attending a program or rental, you may be required to stay on site as a parent helper to assist your child. If you are not required to stay on site and your child is able to participate without your guidance, we ask that you do not remain on site. The parent that is assisting, will be required to provide their name and phone number to be included in our attendance records for contact tracing purposes.

Mask Use

- All persons over the age of twelve who are in CVRD buildings and facilities are required to wear a face mask. The exception is where staff are working at their work station, office or desk and where 2 metres of separation can be achieved. Masks must be worn in all public spaces, including, but not limited to hallways, elevators, and all commons areas. Children between the ages of two and eleven are strongly encouraged to wear a mask. Masks are not recommended for children under two.
 - As per Curl BC Masks are to be worn by all curlers while on the ice and in the lounge except when they are eating and drinking.

Use of Dressing Rooms

Access to dressing rooms will be restricted due to the size and capacity to maintain physical distancing. At this time, dressing room will be CLOSED.

On-Ice Procedure

- Groups must follow guidelines set out in our approved safety plan
- Physical Distancing must be maintained
- No sharing of water bottles or cups
- **No spitting at anytime anywhere in this facility.** – if caught, you will be asked to leave the facility immediately. Due to the high risk of COVID, this rule will be **strictly enforced.**
- If you have to blow your nose, remove gloves, use tissue, dispose of tissue in garbage can, sanitize hands, don gloves and resume curling.

Curling Lounge Use Procedure

In addition to the General Safety Plan, the follow procedures have been put in place specific to the Cowichan Rocks Curling Lounge area:

Entrance

- Patrons will access the facility through the main lobby front door and follow the directional signage and social distancing markers into the curling lounge

Upon Building Entry

- Proceed through lobby to the curling lounge
- Maintain social distancing at all time
- Please do not stop to talk

Ice Entry/Exit

- Exit curling lounge through the north side door in the lobby and into the parking lot
- Maintain social distancing at all times

Spectators

- Spectators (including parent spectators) are not permitted at this time. If a child 6 years of age or younger is attending a program or rental, you may be required to stay on site as a parent helper to assist your child. If you are not required to stay on site and your child is able to participate without your guidance, we ask that you do not remain on site. The parent that is assisting, will be required to provide their name and phone number to be included in our attendance records for contact tracing purposes.

Mask Use

- All persons over the age of twelve who are in CVRD buildings and facilities are required to wear a face mask. The exception is where staff are working at their work station, office or desk and where 2 metres of separation can be achieved. Masks must be worn in all public spaces, including, but not limited to hallways, elevators, and all commons areas. Children between the ages of two and eleven are strongly encouraged to wear a mask. Masks are not recommended for children under two.
 - As per Curl BC Masks are to be worn by all curlers while on the ice and in the lounge except when they are eating and drinking.

Community Halls and Bowling Alley Use Procedures

In addition to the General Safety Plan, the follow procedures have been put in place specific to the community halls and bowling alley.

Entrance

- Patrons are to enter halls and bowling alley through their main front doors
- Honeymoon Bay Hall and Mesachie Lake Hall patrons are to follow guidelines posted by Canada Post
- Maintain social distancing at all times
- Follow the safety protocol found in program guidelines or user group safety plans

Upon Building Entry

- Follow directional signage and maintain social distancing at all times
- **NO SPITTING ANYWHERE IN THE FACILITY** – if caught, you will be asked to leave the facility immediately. Due to the high risk of COVID, this rule will be **strictly enforced**

Ice Entry/Exit

- Exit community halls in the same fashion as entry

Spectators

- Spectators (including parent spectators) are not permitted at this time. If a child 6 years of age or younger is attending a program or rental, you may be required to stay on site as a parent helper to assist your child. If you are not required to stay on site and your

child is able to participate without your guidance, we ask that you do not remain on site. The parent that is assisting, will be required to provide their name and phone number to be included in our attendance records for contact tracing purposes.

Mask Use

- All persons over the age of twelve who are in CVRD buildings and facilities are required to wear a face mask. The exception is where staff are working at their work station, office or desk and where 2 metres of separation can be achieved. Masks must be worn in all public spaces, including, but not limited to hallways, elevators, and all commons areas. Children between the ages of two and eleven are strongly encouraged to wear a mask. Masks are not recommended for children under two.

Safety Protocol

- Each team must have a “host” at the front door to supervise the group and ensure that unauthorized individuals do not enter the arena.

APPENDIX 4

Forms and Handouts

To access the following forms and handouts click on the following link:

<https://www.cvrld.bc.ca/3308/Cowichan-Lake-Recreation-COVID-19>

1. Health Screening Handout/Illness Policy – to be used if care is denied
2. Facility Safety Plan
3. Program User Group Guidelines