



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

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## 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 The BC Restart Plan, 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 defense 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; and
- 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.

As of May 25, 2021, the CVRD Recreation Facilities will guide their decision making and restoration of services through the [BC Restart Plan](#).

STEP	Criteria	PHO Guidance	Personal Gatherings	Organized Gatherings	Travel	Sports & Activities	Businesses	Offices & Workplaces
<b>1</b> MAY 25	C: stable H: stable D1: 60%	Masks mandatory, indoor public spaces Physical distancing If sick, stay home and get tested	Outdoor personal gatherings – up to 10 people Indoor visitors – up to 5 people or 1 household	Indoor seated organized gatherings – up to 10 people Outdoor seated organized gatherings – up to 50 people	Recreational travel within your zone Non-essential travel between zones restricted	Low-intensity indoor fitness classes Outdoor local team games and practices for all ages – no spectators	Indoor & outdoor dining – up to 6 people Liquor service - 10PM Existing WorkSafeBC Safety Plans remain in place	Start gradual return to workplaces and offices Existing Safety Plans remain in place
<b>2</b> JUNE 15 (Earliest date)	C: declining H: declining D1: 65%	Masks mandatory, indoor public spaces Physical distancing If sick, stay home and get tested	Outdoor personal gatherings – up to 50 people Indoor visitors – up to 5 people or 1 household Playdates	Indoor seated organized gatherings – up to 50 people Sector consultations on next steps on indoor and outdoor gatherings	BC recreational travel BC Transit and BC Ferries – increased services as needed	High-intensity indoor fitness classes - reduced capacity Indoor team games for all ages – no spectators Spectators for outdoor sports – up to 50 people	Liquor service – midnight Banquet halls reopen – limited capacity, Safety Plans Sector consultations on next steps on easing of restrictions	Continue return to work Small in-person meetings
<b>3</b> JULY 1 (Earliest date)	C: low H: declining D1: 70%	Masks – recommended Careful social contact If sick, stay home and get tested	Return to usual on indoor and outdoor personal gatherings Sleepovers	Increased capacity, indoor and outdoor gatherings – Safety Plan Fairs & festivals with Safety Plan	Canada recreational travel	All indoor fitness classes – increased capacity Limited spectators for indoor sports	Dining – no group limit Bingo halls, casinos and nightclubs – limited capacity Operate based on new Safety Plans	Seminars and bigger meetings Operate based on new Safety Plans
<b>4</b> SEPT 7 (Earliest date)	C: low H: low D1: 70%+	Masks – personal choice Normal social contact If sick, stay home and get tested	Normal social contact	Increased capacity on large organized gatherings (i.e. concerts)	Canada recreational travel	Increased indoor and outdoor spectators Return of normal sport competitions – Safety Plans	Continue to operate based on new Safety Plans	Fully re-opened offices and workplaces

C: C-19 case counts H: C-19 hospitalizations D1: minimum % of people 18+ with dose 1

## BC'S RESTART: A PLAN TO BRING US BACK TOGETHER

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The BC Restart Plan is a careful, four-step plan to gradually restart important social connections, businesses and activity. CVRD Recreation Facilities will consider the following for each step:

### Step 1 (May 24 – June 14 2021)

- Low intensity fitness classes offered both indoors and outdoors
- Outdoor sports for youth and adults allowed to increase to maximum 50 with local home club game play; physical distancing required off field of play but no longer required on field of play; no spectators allowed
- Indoor adult programming offered for up to 10 including instructor

### Step 2 (June 15 2021 – July 5 2021\* subject to change based on provincial direction)

- Indoor seated organized gatherings (as per the definition of the PHO) of up to a maximum of 50 participants, ensuring minimum occupancy space requirements are met
- High intensity indoor fitness classes reintroduced
- Indoor sports for youth and adults reintroduced up to a maximum of 50; no spectators
- Outdoor sports reintroduce spectators of up to 50 people

### Step 3 (July 1 – Sept 6 2021\* subject to change based on provincial direction)

- Examine the possibility of opening halls and indoor gatherings with limited capacity
- Mask requirements reduced to recommended from mandatory for patrons
- Indoor sports to reintroduce spectators at a limited capacity

Modified June 17, 2021 – replaces all other versions

Step 4 (Sept 7 2021\* subject to change based on provincial direction)

- Restore Events over 50
- Lift capacity restrictions
- Masks become a personal choice
- Reduce physical distancing requirements
- 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 continue to 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 and fill out fit for duty forms each day that they enter the work place
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 have been installed where staff provide sales and the 2 metres (6.6ft) apart isn't always possible
5. **Administrative Controls** – the facility has implemented 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 7 m<sup>2</sup> (75.3 ft<sup>2</sup>) when participating in active programs
- Physical distancing enforced when outside or inside the field of play as per Ministerial Order M012. 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 Provincial Health Officer (PHO). 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 or direction provided in PHO Orders.

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

### 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
- Until September 6, 2021, 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 i.e. ice surface or outdoor field etc. Masks must be worn during low intensity fitness programs even

while working out. 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 including art classes, quilting, dog obedience classes, etc.

### 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.

### 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)
- Patrons must follow all protocol laid out in this safety plan

### Patrons (other than hockey, skating, curling and program participants):

- 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](http://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 queue 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:**

- 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 and will not re-open until concession services re-start
  - 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:**

- 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 and agree to follow it.

#### **Curling Patrons:**

- 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 when safe to do so 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 (i.e. renters of facility spaces)

- 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
- Appoint 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 the 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

In addition to following all items in this safety plan:

### 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 closed Saturdays, 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

- 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
- 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

### 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, 2020 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*

- 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

### *Use of Dressing Rooms*

At this time dressing rooms at the Cowichan Lake Sports Arena are open 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 as per PHO Guidelines while off the field of play

- Field of play includes the ice; the players benches and the penalty boxes
- No sharing of water bottles

#### *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.

#### **Curling Rink Use Procedure**

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

##### *Entrance*

- Curling rink patrons will access the facility through the main lobby front door and follow the directional signage and social distancing markers into the curling lounge unless otherwise directed as is the case with VIHA Vaccination Clinic where their patrons will be directed to enter the clinic via the side lower curling viewing area door on the north side of the curling rink beside the electric vehicle charging station

##### *Upon Building Entry*

- Follow all guidelines, signage and protocol

##### *Exit*

- Exit curling rink through posted exit doors.

#### **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

### *Exit*

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

## 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**

### *Exit*

- Exit community halls through their back or side doors unless no one else is waiting to enter

### *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 space and that everyone follows all safety protocol and PHO Orders.

## 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

## APPENDIX 5

### Staged Discipline

## *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 1<sup>st</sup> 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.