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COVID-19 Arena Protocols

September 4, 2020

The health and safety of our customers and employees is our number one priority. When the arena facilities continue to open, we will be operating under a number of strict safety precautions, and with services that may be limited.

The following protocols have been developed to reduce the risk of transmission of COVID-19 among our customer and employees. We have been working closely with the Ontario Hockey Federation (OHF), Hockey Canada, Ontario Recreation Facilities Association (ORFA), as well as Peel Public Health to implement best practices and return to play guidelines for physical distancing to ensure the safety of everyone in our facility.

With these COVID-19 safety protocols in place, there are a few things that we'll be doing differently, and we appreciate everyone's adherence to them while visiting our facilities.

Please familiarize yourself with these protocols prior to arriving at any City of Mississauga Arena. It is essential that customers take these policies and precautions seriously to support a safe and healthy experience for everyone.

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Safety Precautions

- All persons entering our facilities must wear a face covering that securely covers the nose, mouth and chin as required under the City of Mississauga by-law no. 0169-2020.
 - Persons who are engaged in on-ice activity are exempt while on the ice, in accordance with the Emergency Orders.
 - Mask use is strongly recommended for skating lesson participants while on the ice as physical distancing will not be possible at all times.
- Physical distancing of 2 meters (6 feet) is required at all times, including while on the ice
- Ensure you wash or sanitize your hands upon arrival and often throughout your day
- Be advised that all customers will be required to passively screen themselves for COVID-19 symptoms (via signage) before being allowed to enter the facility. This will be done by having to answer “no” to the various questions posted near the entrance.
- Surfaces and other high touch points will be cleaned and disinfected frequently by staff
- City of Mississauga employees have had appropriate training and personal protective equipment for their work environment, and will be actively screened by their Supervisor before entering the facility

Ice Bookings

- All bookings must be done in advance through the Customer Service Centre 905-615-4100, option 2, or emailing facility.rentals@mississauga.ca
 - Each booking will include a 10 minute flood
 - Bookings must adhere to all Provincial restrictions in place at time of booking
 - Stage 3 legislation states – Sports may only be practiced or played ‘if they do not allow for physical contact between players/participants or if they have been modified to avoid physical contact between players.’
 - If applicable, groups must follow the appropriate governing body’s (i.e., Greater Toronto Hockey League) return to play guidelines.

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Drop in Programs & Ice Skating Lessons

- All drop-in programs will require participants to reserve a spot ahead of attending. [Information and instructions here.](#)
- Reserving your spot for a drop-in program is on a first-come, first-served basis. Reservations occur seven (7) days in advance of the program.
- Program registration is on a first-come, first-served basis.
- Please visit [Active Mississauga](#) to register and/or reserve.

Before You Arrive

- Enter through the main doors
 - Iceland Arena specific – doors will remain open
 - Rinks 1 & 3 rentals must utilize the North entrance
 - Rinks 2 & 4 rentals must utilize the South entrance
 - Facility Ambassadors will be stationed near the entrances to greet and assist customers with protocol compliance
 - Tomken Arena specific – doors will remain closed
 - Please call the number posted on the door 20 minutes prior to rental time for staff to let your group inside
- Players/participants must be fully dressed before entering the facility, as change rooms will not be available
 - Exception given to goalies: they must be dressed minus skates, pads, uppers and gloves
 - Please use designated areas to tie skates
 - Please be aware of [car seat safety precautions](#) from the Provincial Government
- It is strongly encouraged to have the coach/manager/organizer assemble the entire team or group and have them enter together, fully dressed
 - No individuals, teams or groups will be allowed to enter earlier than 20 minutes before rental time to help minimize rental overlap
 - Parents and guardians must remain outside until the rental starts. It is encouraged that if skater needs assistance from a parent that the coach or trainer cannot handle, they may come in to help, but once finished, go back outside until the rental start time
- Water bottles should be filled in advance

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Please Be Aware

- In order to maintain proper social distancing measures, no more than 20 participants will be allowed on the ice at once (inclusive of all players/participants and coaches)
 - Exceptions may be granted (in advance of booking confirmation) to rental groups who can demonstrate adequate protocols, which ensure distancing is maintained at all times
- As per Provincial Orders, no amenity (i.e. each ice pad) should have more than 50 total patrons (skaters, coaches, spectators), while ensuring physical distancing of 2 meters (6 feet). City staff will be monitoring patron levels and it is assumed that groups will proactively limit numbers accordingly to ensure compliance
- The players' benches will be open for use, but is suggested they are only accessed for those rentals playing games. Player's benches will be sanitized by City staff prior to each rental during the flood
- Our general areas of the facility (i.e. lobby, viewing areas) will have limited access, and customers must stay within the stanchions and directional markings
- Warm-ups will not be allowed inside the facility under any circumstances
- Concessions will remain closed
- On site Pro Shops will be open, but may have limited hours of operation
- Customer service desks will remain closed until further notice
- Public washrooms will be open

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Spectators (effective September 1, 2020)

- 1 spectator per participant will be allowed
- Groups should look to minimize the number of total spectators where possible, and communicate accordingly to all participants in advance
 - It is strongly encouraged that parents and guardians with players/participants U13 and older do not enter the facility as a spectator unless absolutely necessary. They should only drop off and pick up their player
- Spectators will be asked to view the rink from the designated viewing area, and to not interfere with any traffic of participants entering or exiting the ice surface
- Spectators will not be permitted inside any earlier than the established start time of the rental.
 - For example, 11:00am rental - spectators cannot access the building until 11:00am, and must leave the facility immediately (i.e. wait for your skater outside) at the conclusion of the rental group getting off the ice. This helps ensure overlap of groups doesn't put numbers above the 50 patron threshold
- It is encouraged that spectators for the same rental assemble outside, and enter altogether
- Spectators must maintain a 2m physical distance from one another at all times

Following Your Rental/Activity

- Players/participants are not allowed to undress out of their equipment inside the facility. Players/participants must exit the facility as they entered (dressed in their equipment)
- Please proceed out of the facility using the directional markings, and proceed to your vehicle