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COVID-19 Arena Protocols

Effective – October 16, 2020

The health and safety of our customers and employees is our number one priority. In response to recent provincial restrictions and recommendations from the Region of Peel's Medical Office of Health, 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 customers 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.
- 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.
 - Modified Stage 2 legislation states: Sports may be practiced and used for training sessions (*no games or scrimmage*).
 - 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.
- Shinny programs are suspended until November 7.
- All fall 2020 ice skating lesson programs have been cancelled.

Before You Arrive

- Main entrance doors will remain locked at all times. To access the facility at any location, the coach/trainer/manager must first assemble the entire team and call the posted phone number when team is fully dressed, and ready to enter as a group
- Our Facility Ambassador or arena staff will greet you and help ensure protocol compliance upon entering the facility
- **No individuals, teams or groups will be allowed to enter earlier than 20 minutes before rental time to help minimize rental overlap.**
 - Iceland Arena specific
 - Rink 2 rentals must utilize the South entrance
 - Rink 3 rentals must utilize the North entrance
- 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 be aware of [car seat safety precautions](#) from the Provincial Government
- Benches and chairs will be made available in rink corridors to put on skates.
- Water bottles must be filled in advance.

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Rink Capacities & Spectators

- As per Provincial Orders, no amenity (i.e. each ice pad) should have more than 10 total participants (inclusive of skaters and coaches), while ensuring physical distancing of 2 meters (6 feet).
- It is the rental groups' responsibility to monitor and maintain this capacity of 10 total people.
- As per Provincial Orders, sports may only be practiced and used for training sessions (*no games or scrimmages*).
- Spectators will not be permitted until further notice.

Other

- The players' benches will be open for use, and will be sanitized by City staff prior to each rental during the flood
- General areas of the facility (i.e. lobby, viewing areas) will have limited access, and customers must stay within the stanchions and follow 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 be open, but may have limited hours of operation
- Public washrooms will be open

Following Your Rental/Activity

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