



Glacier Ice Rink Operating Policies and Procedures

Updated August 19, 2020

To ensure the safety of our patrons and staff during the state's Phase 2 operations, Glacier Ice Rink, under guidance from the Missoula City-County Health Department, the Montana Amateur Hockey Association and the U.S. Ice Rink Association, will operate using the COVID-19 policies and protocols outlined below.

General Practices

- Anyone showing COVID-19 symptoms **MAY NOT** enter the facility. Symptoms include fever, shortness of breath, chills, cough, sore throat, unexplained muscle pain, vomiting, diarrhea, and loss of taste of smell.
- To comply with the Missoula City-County Health Department's phase two "places of assembly" requirements, **no more than 50 people are allowed in the building at one time**, including on-ice participants and staff.
- To maintain the 50-person limit, **spectators are not allowed**, except for Learn to Skate, Learn to Play Hockey, Tot Hockey and other events that teach young children. One parent per participant may be in attendance and must sit in designated areas of the bleachers for the duration of the event. Siblings may not be in attendance.
- Participants under age 10 may arrive with one parent to assist with equipment needs. Parents must leave the building once their child is on the ice and may return at the end of the program. Parents should drop off youth participants ages 11 and older and pick up their kids outside the building after the program is finished.
- Staff will be positioned at the front door to count entrants and conduct pre-entry health assessments during public programs, youth hockey programs and adult hockey leagues. If the number of people in the building reaches the 50-person limit, staff will not allow additional people into the building.
- All staff and patrons ages five and older are required to wear face coverings in all off-ice areas of the facility, including locker rooms and bathrooms.
- Participants may enter the building no more than 15 minutes prior to their ice session and must vacate the building within 15 minutes after the session.
- Patrons are asked to practice physical distancing and maintain a six-foot distance from others while in the lobby, locker rooms, bathrooms or other off-ice areas.
- Floor markings, stanchions and directional signage will be used as necessary to maintain appropriate physical distancing among patrons while in the facility.
- Certain areas of the building will be closed to minimize cleaning and maintain physical distancing among patrons.

- Doors in and out of the building will be designated for entry or exit.
- Events are scheduled with 30 minutes between programs to allow time for staff to cut the ice and wipe down benches and locker rooms between uses.
- Private ice renters must have contact information for all participants and limit the number of total participants and spectators to maintain the 50-person limit. Renter is responsible for conducting health assessments of participants and assumes responsibility for enforcing rink policies among participants.
- The drinking fountain will be closed but the touchless water bottle filler will be operational.
- Staff will disinfect high-touch areas every two hours with EPA-registered disinfectant. Hand sanitizer stations will be placed throughout facility.
- The lost and found area will be closed. Any items left behind, except valuables, will be immediately discarded.
- Health assessments, including temperature checks, will be conducted on all staff prior to their shift. Any staff showing COVID-19 symptoms will not be allowed to work.
- If Glacier Ice Rink cancels or reschedules public programs, participants will receive a full refund of their registration fee. If youth hockey or adult hockey events are cancelled, participants will receive a pro-rated refund, less a \$25 administration fee.

Locker Rooms

- To allow for better ventilation, the open-air locker rooms will be in use. All other locker rooms remain locked unless additional space is needed. Locker room showers are not operational.
- Locker rooms have a maximum capacity of nine people to allow for physical distancing. Due to this limited seating, participants are encouraged to dress at home and put on skates at the rink. Additional lobby or outside seating areas will be available.
- Staff will disinfect locker room benches between uses. Locker rooms will be cleaned and disinfected at the end of each day with viral disinfectant.

Rest Rooms

- Bathroom doors will be propped open and some stalls and sinks may be closed to allow for physical distancing.
- Staff will disinfect high-touch areas and stock soap/toilet paper every two hours. The bathrooms will be disinfected each night.

Concessions

- The concession stand will be closed, and vending machines will be unplugged.
- The concession seating area will be closed, and no birthday parties will be scheduled.
- No outside food and beverages (besides water) are allowed in the facility.

Skate Shop

- The skate shop will open during public skating sessions only.
- Skates may be dropped off for sharpening and will be sharpened as staff availability allows. If sharpening is needed by a specific time, patrons are encouraged to use Hockeywolf for this service.
- The skate shop will not loan out helmets, hockey equipment or pucks. A limited number of pucks will be provided for pick-up hockey and rentals, upon request. Renters are encouraged to bring their own pucks.

Benches

- No spitting on the bench and no sharing of water bottles. Participants (especially children) should have their own water bottle with names clearly written on the bottle to avoid sharing of water bottles or mistaken use of similar-style water bottles.
- No one may walk behind the benches or use the scoreboard/sound system without permission from staff.

Public Programs

- All public program sessions will be an hour in length and participation in each session is capped.
- Online pre-registration and payment is required for all public programs. Registration will open one week prior and close one hour before the session. Cancellations within one hour of program or no shows will not receive refunds.
- Season passes and punch cards will not be sold for the 20-21 season. Due to limitations with the online reservation system, punch cards from prior years are not honored at this time.
- Walk-up registrations may be accepted within 10 minutes of the program start time if there is available space. Credit card payment is preferred for walk-up registration. Receipt signatures will not be required.
- All participants must check in at front desk upon arrival and submit to a health assessment, including possible temperature checks. If participants exhibit any COVID-19 symptoms, they are not allowed in the building and will receive a refund of fees.
- All participants are required to sign a waiver, whether through online registration or walk-up.
- Rental skates are available for public skating sessions only. The inside and outside of skates will be thoroughly sprayed with disinfectant after each use. Helmets are not available for public use.
- Participants are asked to maintain a minimum six-foot distance from others while in lobby and waiting to enter/exit the ice.

These policies may change at any time based on directives from the State or health department. Glacier Ice Rink has the right to remove or ban anyone from the building who is not following the stated protocols and therefore, may endanger the health and safety of other patrons.