



ALL FMC LOCATIONS

Phase III, Step 1 | Operating Standards & Guidelines

Version 2.2 – Updated September 10, 2020

Based on the 8/13/2020 EEA Expansion of Activities Number 1

During Phase III, Step 1, Expansion of Activities Number 1, of the Massachusetts re-opening, the rink will adopt and implement the following measures to ensure the safety of our patrons, staff and community. These measures may be updated as further federal/state/local guidance becomes available. Phase III, Step 2 of the statewide reopening may include changes and updates to these best practices and as such a new guideline will be created and implemented to comply.

These measures will be posted both at the rink and on the rink website page to ensure maximum awareness and transparency. Staff will be trained on all aspects of these measures as well as the requirement for full compliance. Participants and spectators will also be provided with the information pertaining to their responsibilities and limitations of use required for the safe enjoyment of the ice rink.

General Guidelines:

1. Both youth and adult participants are allowed in Phase III, Step 1, Expansion of Activity #1.
2. Health screening will be required (questionnaire for participants and employees as well as temperature check for employees).
3. Face coverings **MUST** be worn by everyone at all times on the premises with the exception of participants ON THE ICE AND ENGAGED IN AEROBIC ACTIVITY. Coaches / instructors / Officials are **NOT** exempt from the face covering rule even when on the ice. Learn to Skate and figure skating participants should wear face covering on the ice unless engaged in highly aerobic skating.
4. Social distancing (6' separation) must be maintained at all times possible by staff, participants and spectators, even on the ice and in the parking lot.
5. Youth and Adult ice hockey scrimmages and games may be played **ONLY** if they comply with the game modifications as attached hereto (Exhibit A). These modifications include no checking and other measures to minimize incidental contact during play.
6. Only one parent/guardian/chaperone should accompany the youth participant (under 21). We request that the parent or guardian return to their vehicle or outdoor space (distanced) when possible during the session but if spectating you must maintain social distance. If the limited spectator space is filled you will be asked to wait outside the facility. Do not sit or otherwise congregate in the lobby or other areas of visitor flow, spectate in the upper level of the bleachers or designated rink area, always socially distanced. **AT NO TIME SHOULD A PARENT / GUARDIAN / CHAPERONE COME TO THE RINK IF THEY EXHIBIT ANY COVID-19 SYMPTOMS** (see Exhibit C)!

7. At no time shall the total of spectators, participants, coaches, officials, volunteers and rink staff exceed 40% of the rated building capacity (see Exhibit D). This includes the persons from the previous or following sessions who remain inside the facility. Note that the restriction of spectators to 1 per minor participant will equate to far less than the allowed building occupancy, that does NOT negate the restriction of spectators. The occupancy limit in Exhibit D is provided only to demonstrate that the allowed spectators will fall well within the maximum limit.
8. NO SPECTATORS ARE ALLOWED FOR ACTIVITIES INVOLVING ADULTS 21 AND OLDER.
9. Individuals (participants, coaches, instructors, spectators, staff) who are in high-risk categories (as defined by CDC) should NOT come to the rink.
10. Avoid direct contact (as defined as closer than 6' without a proper face covering) with other participants, spectators or employees at all times.
11. Do not enter the rink earlier than 15 minutes prior to the start of your session and proceed immediately to the designated team room for your cohort, leave the rink IMMEDIATELY after your session to minimize contact with the group before and after you.
12. Participants practicing on the ice must be in cohorts (groups) of NO MORE THAN 25 and socially distanced as much as possible. Two cohorts may use the same sheet of ice, but each cohort must be separated by at least 14' in all directions and the total cannot exceed 25 in a cohort including coaches (50 maximum on the ice at any time). No movement between cohorts is allowed. Coaches / Instructors must be kept to a minimum and are considered part of the cohort, however face coverings for coaches / instructors are required at all times even on the ice. Participants and/or coaches on the bench are NOT considered part of the 25-maximum cohort / 50 maximum on the ice. For two teams sharing ice in separate cohorts the total on the ice cannot exceed 50 but they may rotate players on the bench into the practice so long as players remain in their same cohort at all times.
13. No public water fountain will be provided, participants and spectators should bring their own water bottles or purchase in the rink vending machines.
14. No sharing of water bottles or equipment, bring and use your own.
15. The snack bar and skate shop may be closed but the vending machines will be available. Snack and/or skate shops that open must follow the industry specific guidance and ensure social distancing by patrons.
16. Designated entrance and exit will be created with signage and directional markings as well as floor markings to ensure safely distanced walkways will be created.
17. Restrooms will be available for participants, spectators and staff only with limited occupancy posted at the entrance to the rooms (every other stall or fixture will be closed off) to ensure distancing. The restrooms will not be open to the general public nor will the general public be allowed to enter the rink to spectate.
18. Sanitation protocols will be implemented in all common areas with even greater attention to touch points (handles, knobs, fixtures, benches, vending machines) and high use areas (benches, lobby, restrooms). Electrostatic fogger sanitizers will be used with spray sanitizer and wipes used as a backup. All sanitizers shall be certified to kill Covid-19 virus and be used per the product instructions.
19. Offices and all private areas will be off-limits to all but staff including meeting/activity rooms.
20. Changing rooms will be open for use only up to 50% capacity with maximum number of occupants posted near each door. Doors will remain open for air flow and to ensure distancing is being followed. Players may need to dress sequentially in small groups if rooms do not accommodate the full group. Once dressed players must leave the changing room area and gather in the rink area socially distanced with their equipment bag and any belongings. This bag may

be stored in the designated area in the rink with signage indicating the team room number or brought out to a vehicle by their parent / guardian. Players should not touch another players bag. At the end of the session (scrimmage, tryout, game or practice) players should go to the designated bag storage area in the rink to remove their skates and exit the facility through the marked exit associated with their skate removal area (do not exit back through the front entrance / lobby). Face coverings are required in the rooms as they are everywhere else off the ice surface. Rink specific diagrams and directions will be provided to show the exact locations at each facility. ALL PLAYERS ARE STRONGLY ENCOURAGED TO ARRIVE DRESSED OR COMPLETE DRESSING IN THE PARKING LOT AND PUT SKATES ON IN THE ASSIGNED AREAS – SOCIAL DISTANCED. WE ARE ALSO STRONGLY URGING PLAYERS NOT TO BRING AN EQUIPMENT BAG INTO THE FACILITY – BUT RATHER CARRY SKATES AND STICK.

21. Showers will be closed for all use – NO EXCEPTIONS.
22. Player benches may be used only with 6’ social distancing. If space is not adequate players must sit or stand outside the benches in a designated socially distanced area until it is. Face coverings ARE required at all times for players and coaches on the bench.
23. Penalty boxes are limited to one player at a time, additional players must serve out their penalty on the team bench. Face coverings are required to be worn for players serving a penalty.

Facility Operations Specific Guidelines:

1. Complete MA Business Compliance AND Sport Compliance attestations as well as Sport Facility Operator checklist and post with MA required employer / employee posters in the rink office.
2. ALL staff shall complete a health checklist and record their temperature prior to arriving at the facility. They must also take and record their temperature again upon entering the facility. The staff person shall immediately contact the rink manager if there is any deviation from the normal and healthy range. The manager shall immediately relieve the staff person until medical attention has been provided and the staff person cleared to return.
3. In the event of a Covid 19 positive case with anyone who has visited the facility in the previous 14 days (staff, participant, spectator, etc.) we will immediately notify the local Board of Health and provide contact tracing information. We will assist the BoH as needed to perform the contact tracing. Any person who has had direct contact with the person testing positive must quarantine for 14 days and test negative before returning to the facility. In the event that a person develops symptoms while at the facility, we will immediately notify all occupants and close the facility to perform an in-depth sanitation regimen of ALL areas prior to re-opening. Note that in-depth cleaning / sanitation is performed at the end of each day so if a positive case or symptoms are reported after the day they occur, the facility will have already been deep cleaned and sanitized. The persons in close or direct contact with the person experiencing symptoms must test negative for Covid-19 prior to returning to the facility.
4. All staff must follow FMC employee guidelines for frequent hand washing, face covering, hand covering, enhanced cleaning/sanitation and other pertinent guidance or policy.
5. Establish one-way traffic patterns to maximize distancing with directional wall signage and tape markers on the floor. This includes separate enter and exit ways as noted in general guidance.
6. Using tape, mark off 6’ distancing guides for lobby benches, and spectator areas around the dashers, being sure to maintain distance at all dasher gates.
7. Set up folding chairs a minimum of 6’ apart against the wall in the rink area to accommodate participants putting on their skates. No more than 15 chairs should be placed in a grouping with all other groupings located 14’ apart. These groupings will be cleaned and sanitized in between each use.

8. Close/secure concession stand during Phase 3, Step1.
9. Bleachers may be used only if social distancing is followed.
10. Locate and maintain hand sanitizer (at least 60% alcohol) at the facility entrance and exit as well as at the spectator and ice rink gate.
11. Ensure hand washing soap is available and stocked in all open restrooms.
12. Rental skates and skate aids are allowed during phase III, Step 1 provided they are thoroughly sanitized between every session and never shared during a session.
13. Clean and sanitize restrooms, seating, vending machines, player benches, ice gates and all high touch areas after each session following FMC guidelines. Record the date/time/scope of the cleaning and sanitation into the FMC log. Electrostatic sanitizing fogger units should be used.
14. Chalk open doors in public areas (including team room) wherever possible or practical to reduce high touch points.
15. Post high visibility signage at the entrance and key locations of the facility to remind staff and visitors of hygiene and safety protocols.
16. Relocate rink first aid kit to the home player bench and sanitize after any use.

Participant / Spectator / Organizer Specific Guidelines:

1. **RULE #1: Safety is EVERYONE'S responsibility:** these standards and guidelines are meant not only to protect you, but just as importantly the people you come in contact with, your friends, your family at home and our community at large. Please remember that and keep in mind that your actions could inadvertently put them at risk. Your good faith adherence to these measures will go a long way to ensuring the rink is a safe place for all of us. Any concern with the level of cleanliness / sanitation or adherence to these guidelines should be immediately brought to the attention of FMC at (888) 747-5283 or customercare@fmcicesports.com. You are our eyes and ears and our partner in creating a safe environment for everyone to enjoy being on the ice again!
2. Program organizers are responsible to educate, supervise/ manage participants, spectators and all others involved with the program to ensure compliance with these and the general guidelines above. They are also responsible to record and submit to FMC the name of each participant, coach, official and spectator as well as their contact information to assist with contact tracing if necessary.
3. All participants (including coaches and instructors) will be required to complete a questionnaire / certification (see Exhibit B) prior to your first visit to the rink. This questionnaire is intended to prevent anyone with symptoms or potential exposure from coming to the rink and must be answered fully and honestly. Any changes to answers given during the course of participation will require an immediate notification to the program director and/or rink manager, leave the rink immediately and you must refrain from returning until such time as you are officially cleared.
4. When possible, leave an open parking space on both sides of you when parking at the rink to create safe distancing and space for hockey players to complete dressing.
5. Come to the rink ready: have your skating outfit or hockey uniform and as much equipment as possible on when you arrive at the rink, put any remaining gear on at your vehicle if possible and finally put your skates on in the designated area of the rink if you cannot put them on at your vehicle and walk in with guards. The more we can minimize dressing inside the rink the lower the risk of transmission will be and the more time you will have to be on the ice. Team rooms **may** be available at 50% capacity with doors open but you are strongly encouraged to arrive dressed and ready.

6. Don't come early and don't stay after: please arrive no later than 15 minutes prior to your scheduled session. Wait in your vehicle until 15 minutes prior to the session start time and then enter the rink through the marked "entrance". Go directly to the area assigned for putting on skates or the designated changing room. Once skates and/or hockey equipment are on, wait in your assigned area until called to enter the ice. Maintain social distance (6') at all times during this pre-session including queuing up to enter the ice. When the session ends, immediately exit the ice, remove your skates and return to your vehicle through the marked exit. This protocol is intended to limit any crossover between groups.
7. Participants (including coaches and instructors) must properly sanitize hands prior to and immediately after each session. The program organizer is responsible to provide sanitizer (60%+ alcohol based) for this purpose.
8. Hockey scrimmages and games are only allowed when the attached game play modifications (Exhibit A) are followed. NO EXCEPTIONS!
9. Wear your face covering: all participants must wear a face covering at all times on the rink property. The only exception is participants (not coaches, instructors or officials – these must wear face covering on the ice) on the ice during aerobic activity as this may not be practical and could be detrimental during physical exertion. When it is practical please wear the face covering on the ice. Remember a face covering is not meant to protect you, it is meant to protect everyone around you from potential exposure. Respect and care for them by wearing your face covering.
10. Parents/guardians/chaperones are encouraged to assist your participants to follow the guidelines and help them to maintain distance. Refrain from assisting others as much as possible to avoid any potential for transmission. Again, wear face coverings at all times.
11. Participants, coaches & instructors must stay in their cohort (group) at all times and may not cross over into other cohorts during the training session. However, participants may participate in other cohorts in subsequent sessions that day or in the future but must always remain in the single cohort every session.
12. Distancing on the ice IS REQUIRED (with the exception of hockey game play): within each cohort there must be at least 6' of distance between each participant. There must also be at least 14' of distance between each cohort. These requirements are to protect YOU and prevent the transmission / spread of the Covid-19 virus. Coaches/Instructors/Program Managers are responsible to ensure the distancing requirements are adhered to. We understand there may be incidental violation of this requirement but is it your responsibility to organize and manage programs/cohorts to ensure compliance to the greatest extent possible.
13. Participants must refrain from "handshakes", "high fives", "fist bumps" or any other type of customary or celebratory contact in order to minimize potential for transmission.
14. Personal equipment cannot be shared and must be dedicated to an individual player throughout the season. Personal equipment includes all gear that is worn by players (e.g., gloves, helmets, masks, skates, footwear, pads, etc.).
15. Shared drink or food is not allowed and the rink water bubbler/ water bottle fill will be closed off to avoid potential for transmission.

THANK YOU FOR YOUR HELP AND COOPERATION AND LET'S GET BACK ON THE ICE!

Exhibit A.
Mandatory Hockey Practice, Scrimmage and Game Modifications

1. **NO BODY CHECKING IS ALLOWED.** All games, regardless of age / level / gender must be played under the USA Hockey No-Check rulebook traditionally used for girls and 12U levels. This includes all high school, junior and adult play as well.
2. **Face-Offs:** Defenseman will position a minimum of 6' apart; Wings must face sideways and physically distance from centers and opposing players. Centers must remain distanced until signaled by official to approach for puck drop. Centers MUST wear a face covering during the face-off but may remove it once regular game play begins.
3. **Timeouts:** No timeouts during games will be allowed to eliminate team and coach close contact at Youth Level. Timeouts will be allowed at the high school and older age levels per game/league rules.
4. **Hockey practices:** Practices are limited to team training of rostered players / coaches in a cohort of no more than 25 total (players and coaches). Players and coaches within the cohort must be socially distanced to the greatest extent possible. Up to two cohorts may use the same sheet of ice as long as the total participants and coaches does not exceed 25 in a cohort and an aggregate of 50 on the ice and each cohort is 14' or more apart. Coaches and players in each cohort must remain with that cohort the entire practice and never cross over into another cohort. If two teams are sharing a sheet of ice only a total of 50 may be on the ice at any given time. This would likely require excess players to wait in the players box and cycle through for drills or training. The boxes are not considered part of the playing surface and therefore coaches and players in them are not considered part of the 25-person cohort limit.
5. **Sideline/Bench Area:** Player benches will be marked to keep players 6' apart whenever they are in the box. Benches will be extended outside the box to accommodate more players. It is the coach's responsibility to organize players / lines to safely facilitate the rotation of players from outside the box. Players must wear face covering while on the bench.
6. **Penalty Box:** Only one player at a time is allowed in the penalty box. When more than one penalty is being served simultaneously, the other player shall serve their penalty on their respective team bench. Players must wear face covering while serving their penalty.
7. **Additional Personnel / Volunteers:** Other personnel and/or volunteers (coaches, officials, scorekeepers & spectators) must keep socially distanced and wear face covering at all times.
8. **Changing Rooms:** Changing rooms will be available up to 50% capacity as posted next to the door. Coaches shall be responsible to rotate players through the room in a socially distanced manner if the capacity is not sufficient for the team. Rooms will only be available prior to the session and designated skate removal areas inside the rink will be used to remove skates and exit the building. Face covering is required at all times in the locker rooms for participants and coaches. No showers will be available for use. *We STRONGLY encourage all players to come to the rink dressed and ready, putting your skates on once inside.*
9. **Water bubbler:** Water bubblers will be removed or covered. Participants must bring or purchase their own water and are not allowed to share it with anyone else.
10. **Players:** Must wear face coverings at all times, except when on the ice participating in aerobic activity.
11. **Personal Equipment:** Players must transport their own equipment, only player or parent should handle their equipment. Players must not share equipment or hydration at any time.

These measures are MANDATORY and not discretionary. Failure to comply with these modifications or the previous general requirements will result in the suspension from the facility of players, coaches, teams or spectators.

Exhibit B.
Participant Certification and Release of Liability

Each participant or legal guardian is required to sign this document prior to program participation or facility use.

This shall certify that I, as participant or parent/guardian with legal responsibilities for this participant, have read and explained the provisions in this waiver/release to my child/ward including the risks of presence and participation and his/her personal responsibilities for adhering to the rules and regulations for protection against communicable diseases. Furthermore, I or my child/ward understands and accepts these risks and responsibilities for myself and child/ward. I hereby certify the following:

- a. I have not lived in or traveled to states outside of Massachusetts within the last 14 days, except states currently designated as "lower risk" by the Commonwealth of Massachusetts, and
- b. I have not to the best of my knowledge had ANY close contact nor cared for someone who has been diagnosed with Covid-19 within the last 14 days, and
- c. I have not experienced ANY cold or flu symptoms within the last 14 days – regardless of severity, these symptoms include but are not limited to: fever, chills, shaking with chills, muscle pain (unrelated to physical exertion), headache, loss of taste or smell, cough, sore throat, respiratory illness, shortness of breath or difficulty breathing, and
- d. I certify that if any of the conditions attested to in a. through c. above changes during the term of this participation, I will immediately cease participating and bring such change(s) to the attention of the arena manager or program director. I understand that I may not be allowed to resume participation for at least a period of 14 days or until providing documentary evidence of testing negative for Covid-19, in this instance I agree to cooperate fully with public health and other officials in developing contact tracing, and
- e. I willingly agree to comply with the stated and customary terms and conditions for participation as regards protection against infectious diseases. I further agree to comply fully with applicable federal, state and local guidelines with regard to Covid-19. If, however, I observe any unusual or significant hazard during my presence or participation, I will remove myself from participation and bring such to the attention of the nearest official or management immediately, and
- f. I accept that participation includes possible exposure to and illness from infectious diseases including but not limited to MRSA, influenza, and Covid-19. While rules and personal hygiene / discipline may reduce this risk, the risk of serious illness and/or death does exist; and,
- g. I KNOWINGLY AND FREELY ASSUME ALL SUCH RISKS, both known and unknown, even if arising from the negligence of the releasees or others and assume full responsibility for my participation, and
- h. I, for myself and on behalf of my heirs, assigns, personal representatives and next of kin, hereby release and hold harmless FMC Ice Sports, their officers, officials, agents and / or employees, other participants, sponsors, and owners of premises used to conduct the activity or event, with respect to any and all illness, disability, death or damage to person or property, whether arising from the negligence of releasees or otherwise, to the fullest extent permitted by law.

Name of Participant: _____ Participant signature: _____

Date signed: _____

Address: _____ City: _____ State: _____ Zip: _____

Name of Legal Parent/guardian (if participant is a minor): _____

Parent / guardian signature: _____

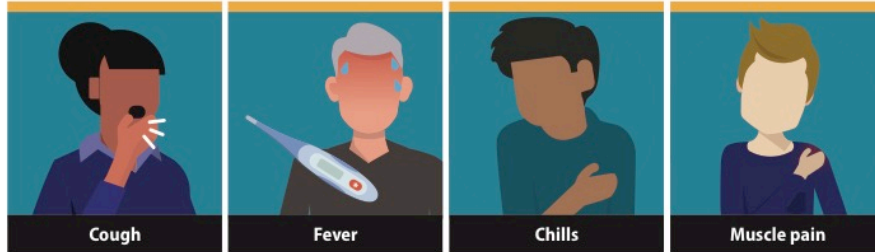
Date signed: _____

Address: _____ City: _____ State: _____ Zip: _____

Exhibit C.
Typical Covid-19 Symptoms

Symptoms of Coronavirus (COVID-19)

Know the symptoms of COVID-19, which can include the following:



Symptoms can range from mild to severe illness, and appear 2-14 days after you are exposed to the virus that causes COVID-19.

***Seek medical care immediately if someone has emergency warning signs of COVID-19.**

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion
- Inability to wake or stay awake
- Bluish lips or face

This list is not all possible symptoms. Please call your medical provider for any other symptoms that are severe or concerning to you.



cdc.gov/coronavirus

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**Exhibit D.
Total Building Capacity Limit by Location**

FMC Arena Location	Occupancy Limit	Phase III, Step 1 Allowed		
FRANKLIN	900	360		
BROCKTON	900	360		
PLYMOUTH	1,300	520		
NEW BEDFORD	1,200	480		
FALL RIVER	1,511	604		
TAUNTON	900	360		
AUBURN	956	382		
GARDNER	956	382		
WORCESTER	900	360		
MARLBORO	900	360		
SPRINGFIELD	1,650	660		
HOLYOKE	1,550	620		
GREENFIELD	1,200	480		
REVERE	1,200	480		
LYNN	750	300		
CAMBRIDGE	750	300		
EAST BOSTON	750	300		
WEST ROXBURY	1,000	400		
RAYNHAM	500	200		
HOPEDALE	332	133		
NATICK	750	300		
FITCHBURG	1,800	720		
BURLINGTON	500	200		
NOTES:				
Phase III, Step 1 limit includes all employees, coaches, participants / spectators combined.				
1 spectator per participants under 21 allowed				
Team rooms restricted to 50% capacity				
Restrooms restricted to social distancing limit (every other fixture max)				
Team boxes restricted to social distancing limit				
Bleachers restricted to social distancing limit				
Face coverings required throughout building				
No congregating allowed in common areas				