



# RETURNING TO UTC ICE

PROCEDURES FOR REOPENING





## GETTING BACK TO THE ICE – HOW TO STAY SAFE

We want your experience back at UTC Ice to be both fun and safe at the same time! *Even with these precautions in place, UTC Ice cannot eliminate all risk associated with COVID-19.* By choosing to make use of this facility, guests are assuming the risk that they may contract COVID-19 at the facility despite UTC Ice's best efforts to provide a clean and safe environment.

### Feeling sick? Stay home.

- If you begin to develop a fever, or symptoms such as a cough or difficulty breathing, call a medical professional.
- Please stay home if you feel sick.
- If you've been living in a different city upon shelter in place orders, allow for 14 days of quarantining in isolation after traveling back before you step foot in the ice arena.

### If you have allergies...

- Though the symptoms of seasonal allergies don't necessarily overlap with those of COVID-19, there is a concern with allergy sufferers being in the ice arena.
- If your allergy symptoms aren't under control, speak with your doctor or allergist about treatment options before returning to skating.

### Be prepared for temperature and symptom checks.

- Prior to entering the ice arena, you should also be prepared to answer questions about how you're feeling, if you're experiencing any COVID-19-related symptoms or have been exposed to anyone who has tested positive.
- Upon CDC recommendations, a staff member *may or may not* take your temperature via a no-touch thermometer.

**If your temperature is above 100.4 degrees Fahrenheit, you should return home, watch for any symptoms and consult your doctor. Maintain social distance—and then some.**

### Maintain social distance.

- At first, UTC Ice will limit the number of skaters at a time on the ice. Be prepared to take class with smaller groups.
- Some classes may not be available for the first few weeks of reopening to control traffic, limit capacities, and to maintain social distancing. **For the safety of our beginner skaters and coaching staff, Basic 1 and Snowplow Sam 1 will be unavailable to attend at the moment due to contactless coaching.** \*\*Makeups will be given upon reactivation of all memberships who are unable to take the classes that have been temporarily removed for skaters who are not on the unlimited plan.
- Skaters are expected to have the ability to perform skills on their own.
- We recommend our Basic 1/Snowplow Sam 1 members to continue practicing during Public Sessions as it is included in the membership at no additional cost.
- If you feel as though your skater is ready to attend a Basic 2 class, they must meet the following criteria:
  - Fall down/get up without coach assistance
  - Skate with moderate speed across the ice without coach assistance
  - Stop without coach assistance

- Basic 1 skaters who fulfill all of the requirements above may take an exam to move up to Basic 2. We will be holding a Basic 1 on-ice exam will be decided after classes have resumed regularly. **Prior reservation for this exam is required – please register for this test at the Box Office. No drop in test registrations will be examined.**

### **Avoid socializing before or after class.**

- As much as you'll want to catch up with friends that you've missed, lingering in the facility is prohibited at this time.
- **Skaters must enter the building with their skates on. No warming up in the ice arena or the parking lots. We recommend purchasing a pair of skate guards in the Box Office and writing your name on them to easily identify and to avoid misplacing them.**
- Arrival time is no more than 10 minutes prior to each class – allow some time beforehand
- No congregating **anywhere** in the arena - especially in the lobby or bathroom areas
- ONE parent to ONE skater in the building if the child is under the age of 10 years old, parents who must stay to supervise are allowed to sit on the benches surrounding the rink spaced out properly following social distance rules.
- When the session is over, skaters must remove their skates outside of the ice arena and may not sit in the rink to do so.
- No changing in the bathrooms – Bathrooms have a very limited use, **only use if necessary**
- Skaters have **10 minutes** to leave the building after their session.
- We urge parents to remain in their cars or wait outside at this time.

### **Bring multiple masks.**

- While it may be uncomfortable at first, **we are requiring masks to be worn the entire time you're in the ice arena. Face coverings are required for anyone three years of age and older, in accordance with government regulations.**
- Dial down the intensity of your skating if you're feeling short of breath, lightheaded or dizzy, but know that your body will adjust to exercising with a mask over time.
- If your mask becomes wet from sweat or heavy breathing, change it out for a clean, dry mask.

### **Wash your hands or use sanitizer frequently.**

- At this point, it goes without saying, but wash your hands or use hand sanitizer before and after spending time in the ice arena.
- We will be sanitizing touch points, like doorknobs, the sides of the boards, and floors between classes. Sanitizing stations are available throughout the ice arena. It is also recommended to bring your own hand sanitizer for extra precautions.

### **Know that class will be different.**

- Although we love seeing and connecting with our clients, hands-on corrections, partnering, and hugging one another are not recommended at this time.
- To maintain social distancing, skaters are expected to be able to stand and get up on their own in the beginning phases of returning to programs without the assistance of a coach.
- If you're usually a tactile learner, you may need to ask for additional clarifications to auditory corrections. You can use this as an opportunity to zero in on and reconnect with your technique!

We want to thank you again for your continued support of our facility and for your cooperation and flexibility in advance! If you have any questions regarding our health and safety measures, please do not hesitate to contact us at [boxoffice@utcice.com](mailto:boxoffice@utcice.com). Continue to stay safe and we look forward to seeing you all back on the ice soon!

# PROCEDURES TO CHECK INTO UTC ICE SPORTS CENTER

**\*SUGGESTED ARRIVAL TIME: 10 MINUTES BEFORE CLASS\***

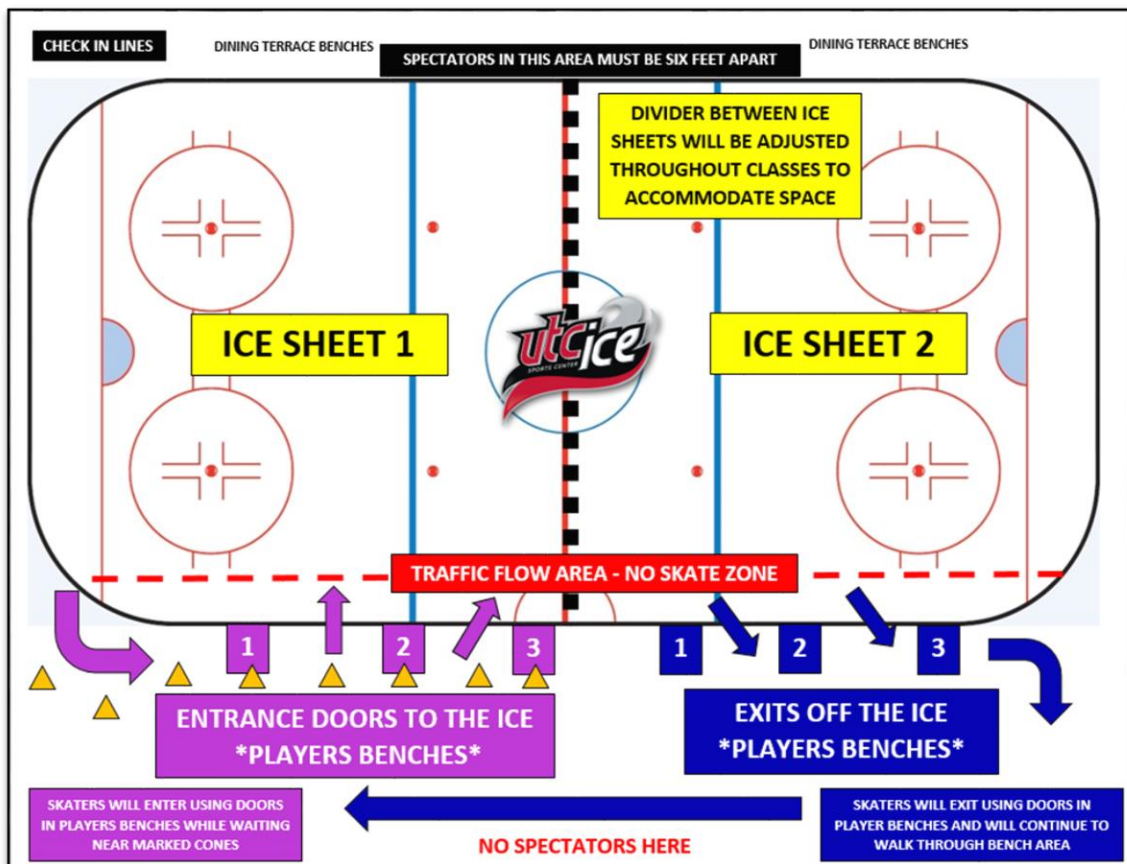
**SKATERS ONLY HAVE 10 MINUTES TO BE IN THE BUILDING UPON ARRIVING/EXITING**

## What to wear.

- **Skating attire.**
- **Masks.** These are required to wear throughout the entire facility.
- **Gloves.**
- **Skate guards on skates.** *Write your skater's name on their guards to avoid picking up the wrong pair!* Skaters must come into the rink with their skates on – no warming up in the facility. Purchase guards in the Pro Shop beforehand in order to size skate guards properly.
- **Helmets** are required for all Snowplow Sam 2-4 and Tot Basic 2-6 skaters.
- **Zuca bags are not allowed in the facility**, please leave them in the car.

## Procedures to check in and check out the facility.

- 1) **Skaters must enter the facility with their skates on.**
  - a. The quickest drop off into the facility is located at the bottom of the one-way access road in front of the dog "Bark Park" where skaters can be dropped off. **Parking is prohibited in this area, please park in the garages.**
  - b. **Only one parent to one skater is allowed in the ice arena at this time.** We are currently limiting the capacity of spectators in the building. The only spectator area is where the benches are located underneath the Dining Terrace. *Skaters who are 9 years old and younger may have a parent sit in the stands if necessary.*
- 2) **Skaters must check in at the Box Office prior to entering**– there are marked X's on the ground in front of the Party Room and Box Office to maintain social distance.
- 3) **Check with your Box Office cashier to see which ice sheet your skater will be practicing on.**
  - a. Either **Ice Sheet 1** or **Ice Sheet 2**
  - b. There will be a board available in the lobby to double check your classes.



- 4) **Sanitize hands** before entering the curtain area (this curtain area is disinfected regular)
- 5) **Follow the arrows** around the lobby benches in front of the skate rental counter to place skate guards on the rack.
- 6) Pass in front of the vending machines to wait near ***one of three entrances on Ice Sheet 1's side – two entrances are through the newly extended players benches***
  - a. Make sure you are standing on an X if you are waiting in the players' benches.
- 7) **Enter the ice** in the "*traffic flow*" lane near the wall and skate to your designated Ice Sheet to meet your coach for class.
- 8) When finished with class, ***exit through one of three exits on the other end of the ice rink at Ice Sheet 2's side – two exits are included through the newly extended players benches. Do not exit through the entrances.***
- 9) **Walk behind** the bench areas to go pick up guards in the lobby.
- 10) **Skaters have 10 minutes to exit the building** – no congregating or lingering anywhere in the facility. **Skaters must take their skates off outside of the building.**
- 11) **Disinfect** hands before moving through the curtain.
- 12) **Exit the ice arena** through either the Dining Terrace or through the sliding doors.