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# A RETURN TO COMMUNITY: COVID-19 READINESS PLAN

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# A RETURN TO COMMUNITY: COVID-19 READINESS PLAN

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# EXECUTIVE SUMMARY

Since Governor Tony Evers' declaration on March 12, 2020 to respond to and contain COVID-19 in Wisconsin, our park and sports campus has remained open to provide the community access to paths and trails like the Oak Leaf Trail alongside bike repair services at Wheel & Sprocket. Our community has also used the campus to picnic and lounge in & around our outdoor patio.

Given the announcement of Badger Bounce Back, we have developed a plan to allow our community to access additional aspects of our campus in accordance with state guidance. This plan also takes into consideration the Federal Opening Up American Plan and incorporates guidance from our partners: MOSH and Ascension Health System, the Franklin Health Department, the American Association of Independent Professional Baseball, and like sports & park complexes. Details of the plan are subject to change and strict adherence is expected by visitors to the campus. We are in continuous collaboration with the Franklin Health Department and we will adjust as needed.

We are excited about the opportunity to welcome our community back into our venues on campus. As you will see in the pages that follow, the health and safety of our visitors is our top priority. We must take precautions, we must take care of each other, and we will get through this together.





# FRANKLIN FIELD

## 1. GENERAL STATEMENT

On behalf of ROC Ventures, the practices identified below represent practical best efforts to proactively invest and keep our community safe when attending functions, events and games at Franklin Field, in preparation for the season. The outlined steps and initiatives are intended to preserve the safety of staff, players, fans, and guests. ROC Ventures will continue to follow the guidance of national, state and local agencies, to develop these policies and to determine the appropriate time for hosting events of various scopes at Franklin Field. The input of local and regional medical and health partners will also play a significant role in informing the below policies.

## 2. EMPHASIS ON CASHLESS PAYMENT

ROC Ventures will work toward operating cashless facilities, including in the areas of food/beverage, ticketing and merchandise. This will limit direct contact between employees and guests.



## 3. BALLPARK SANITATION

- Increased regularity and scope of wash downs and cleanings.
- Additional hand sanitizing stations for public and employee use around the ballpark.

## 4. CAPACITY MANAGEMENT AND SOCIAL DISTANCING

### MILKMEN GAMES & EVENTS

- The Milkmen will recreate its existing facility seating manifest to allow for both reserved and general admission tickets (50% Scout & MOSH Dugout seats, 50% Outfield Terrace & Bleachers, 50% Pastures, 50% Hop Yard, 100% Suites and Bays).
- Given this limited capacity, fans will be able to properly distance themselves and their group
- Seats will remain vacant to maintain proper distancing between groups.
- Ushers will be readily available to execute and communicate the above plan, including ongoing sanitizing.

### UNIVERSITY OF WISCONSIN-MILWAUKEE GAMES

- General Admission tickets will be offered.
- UWM is limiting its game capacity to 1300 given direction from their league.
- Given this limited capacity, fans will be able to properly distance themselves and their group.
- Seats will remain vacant to maintain proper distance between groups.
- Ushers will be readily available to execute and communicate the above plan, including ongoing sanitizing.



# FRANKLIN FIELD

## 5. STAFFING POLICIES

All concessions & merchandise staff members shall be required to wear protective masks, as necessitated by current guidelines and best practice policies.

These staff members will be instructed to make the following changes to fan-facing interactions, without limitation:

- Prohibit handshaking and physical contact with guests and other employees.
- Employees will be required to wear protective masks when handing items to fans.
- Prior to the start of each shift, and continuing when appropriate, employees will be required to wash their hands.

Ongoing training to educate staff on new, updated guidelines and procedures.

## 6. CLUBHOUSE & ON-FIELD PERSONNEL

In order to ensure all players are placed in the safest conditions the clubs will work with the American Association and its member teams to implement the following standards:

- Increased cleanliness in the home and visiting clubhouses.
- Limitations on the use of commonly “spit” items, including, but not limited to seeds and gum.
- Players to wear masks in the dugout between innings.

The Milkmen will follow the guidance of American Association regarding player and on-field personnel health and safety, including travel, fan/media interaction, dugouts, etc.





# FRANKLIN FIELD

## 7. FRANKLIN FIELD ENTRY / EXIT

- Stanchions and/or spacing markers will promote proper distancing between customers waiting in lines.
- Additional gates (where applicable) will be utilized to create more space amongst customers entering the ballpark.
- Security checks that place employees within 6 feet of customers will be replaced by new security protocols as possible.

## 8. TICKET PURCHASE / SERVICING

- The Milwaukee Milkmen will attempt to eliminate printed tickets at the box office on day of games. Instead, box office personnel will email tickets to a customer's device.
- Stanchions and/or spacing markers will promote proper distancing between customers waiting in lines.
- Season ticket and group/hospitality customers will have the option of contactless ticket distribution when possible.
- All subsequent exchanges or additional ticket requests will be conducted electronically as possible.



REVISED 4/27



# FRANKLIN FIELD

## 9. FAN EXPERIENCE

### *Kids Zone*

- The Milkmen will not operate traditional kids zone attractions such as bounce houses.

### *Concourse Flow*

Stanchions and/or spacing markers will promote proper distancing between customers waiting in line on the main concourse.

### *Restrooms*

- Restrooms will be cleaned (wiping down commonly used touch-points) regularly during game by a facilities associate.
- Restrooms will be thoroughly sanitized before every Milkmen game.
- The Milkmen shall work in conjunction with its various partners to evaluate touchless enhancements where possible.

### *Team Store*

- The Milkmen shall limit the number of people allowed inside the team store based on current social distancing guidelines.
- Stanchions and/or spacing markers will promote proper distancing between customers waiting in line and walking through the store.

### *Promotions/On-Field Activities*

- Autograph sessions with players will not be permitted.
- Players will not be permitted to throw baseballs or other items into seating areas.
- All between-inning promotions will abide by proper distancing guidelines.
- On-field activities such as Ceremonial First Pitches will be conducted with heightened restrictions.

### *Medical Services*

- The Milkmen will work closely with its community medical partners to implement stringent protocols in place for medical services at all Franklin Field events.





# FRANKLIN FIELD

## 10. FOOD AND BEVERAGE POLICIES

The Milkmen F&B Director will work with the city of Franklin to develop standards consistent with proper guidelines.

- All employees will be required to wear protective masks.
- Guests are encouraged to observe social distancing measures while in lines.
- Additional registers will remain open to allow for social distancing.
- Guests are encouraged to use cash-free payment.
- Condiments and similar items will be served using contact-free means.

## 11. COMMUNICATION / MESSAGING

- Posted “COVID-19” signage in areas with high visibility to fans, employees and team personnel.
- Other awareness and instructional signage posted throughout the ballpark.
- Frequent video and public address announcements will promote proper cleanliness, distancing and similar health practices for customers.
- The Milkmen will create social media & e-blast awareness campaigns on best practices for fans and guests visiting Franklin Field.





# MILWAUKEE WAVE CAMPS

To ensure the safety of our campers the Milwaukee Wave will be instituting safety measures with the input of local and regional medical/health partners as well as governmental guidelines. Safety measures will include but are not limited to the following:

- Soccer balls will be sanitized before the start of play.
- Keepers must wear keeper gloves to handle the soccer ball.
- As camps travel to other sites, we will check in with each municipality and their safety protocols.





# PARK & SPORTS CAMPUS

All Rock Sports Complex and Rock Tournament events will adhere to safety guidelines as set forth by the State of Wisconsin. In order for us to provide a safe environment to our participants, coaches spectators and employees, we all need to respect and adhere to these guidelines. In the event a participant, coach or spectator does not adhere to the guidelines RLB reserves the right to remove that individual from the complex. Failure to comply will result in a forfeit of your team's game.

## UPON ARRIVAL AT THE ROCK SPORTS COMPLEX

- All participants, spectators and employees adhere to 6 foot social distances.
- Players, coaches and spectators to perform self evaluations and anyone experiencing symptoms must stay at home.
- No team water coolers or shared drinking stations.
- We strongly encourage any spectators and participants (when not playing) to wear a face mask.
- RLB will provide sanitizer in each dugout, that said, it is highly recommended each team bring their own.



## ADJUSTMENTS AT GAME PLAY

- There will be no pre or post game handshakes. Teams simply should tip their cap to the other team after the game.
- Pre game meetings are limited to one coach from each team and one umpire, all who will maintain a minimum of 6 feet of distancing.
- Players should refrain from high fives, handshake lines and will simply refer to a tip of the hat to demonstrate sportsmanship.
- No seeds, gum or spitting allowed.



## GUIDELINES FOR ATHLETES

- Players should use only their own equipment.
- Players will be asked to keep their gear and equipment separated from other teammates.
- We recommend players wipe down their equipment with disinfecting wipes after each contest.
- Players should maintain social distancing and avoid contact with opponents and teammates unless caused as part of play.



## FOOD AND BEVERAGE POLICIES

- All employees will be required to wear protective masks.
- Guests are encouraged to observe social distancing measures while in lines.
- Additional registers will remain open to allow for social distancing.
- Guests are encouraged to use cash-free payment.
- Condiments and similar items will be served using contact-free means



# PARK & SPORTS CAMPUS

## GUIDELINES FOR COACHES

- It is encouraged that all coaches wear a face mask.
- Coaches should refrain from giving players high fives and handshakes with opposing coaches or umpires.
- Coaches are asked to help ensure players are following social distancing guidelines.

## GUIDELINES FOR TEAMS

- Teams will be asked to avoid team huddles and gathering in the parking lot after the event.

## GUIDELINES FOR SPECTATORS

- Spectators will be strongly encouraged to wear a face mask.
- Spectators will be asked to observe social distancing guidelines and maintain 6 feet between others.
- Spectators are encouraged to bring own chairs and blankets.

## CONFIRMED CASES

- In the event a player, coach or spectator experiences symptoms of COVID-19 (including but not limited to cough, fever, shortness of breath, etc.) please immediately isolate and seek medical care.
- If a player, coach or spectator does have a confirmed case, please notify the appropriate health officials and sit out for 10 days (quarantine).





# UMBRELLA BAR

Nestled in the core of Ballpark Commons is an open-air umbrella structure with a large and spacious sun patio, with over 70 acres of walkable, bikeable, and “picnic” terrain. Unlike a bar or restaurant, the Umbrella Bar differentiation is important. The Umbrella Bar acts more as a park than it does a typical bar or restaurant. The sun patio and surrounding terrain has been open and used freely and regularly since COVID-19 restrictions have been put in place.

The intent of the following procedures is to build upon the already established best practices and requirements currently being used at the Umbrella Bar to address health and safety concerns related to the spread of COVID-19, and to put those protocols into practice in accordance with guidance from state and local officials. Among these requirements are:

- Prohibiting sick employees in the workplace.
- Handwashing practices that include how and when to wash hands.
- Cleaning and sanitizing procedures and practices for surfaces.
- Masks are mandatory for staff when the doors are closed.

## CAPACITY MANAGEMENT

- We will limit capacity to 50% or less.
- Between seating's and turnover, clean and sanitize: table, digital ordering devices, tabletops, and common touch areas.





# UMBRELLA BAR

## CLEANING AND SANITIZING

- Thoroughly detail-clean and sanitize entire facility with a focus on high-contact areas that would be touched by both employees and guests. Follow sanitizing material guidance to ensure effective sanitizing strength and to protect surfaces.
- Between seating's (see Capacity Management), clean and sanitize: table, digital ordering devices, tabletops, and common touch areas.
- Removal of garnishes, unwrapped straws, and menus.
- Procedures to increase frequency of cleaning and sanitizing surfaces in the back-of- house bar.
- Check restrooms and portable restrooms regularly; cleaning and sanitizing them based on frequency of use
- Make hand sanitizer readily available to guests.

## MONITORING EMPLOYEE HEALTH & PERSONAL HYGIENE

- Per existing FDA Food Code requirements, employees who are sick should remain at home.
- If an employee becomes ill or presents signs of illness, the manager should identify the signs and follow the ROC's established policies on when the ill employee is allowed to return to work. At a minimum, however, employees will be told to self-isolate for seven days from the onset of symptoms and be symptom-free for three days without medication.
- All employees will be trained on the importance of frequent hand washing, the use of hand sanitizers with at least 60% alcohol content, and provided clear instruction to avoid touching hands to face.

## SOCIAL DISTANCING

- Redesigned seating arrangements to ensure at least six feet of separation between table setups.
- Policies for third-party delivery drivers and any suppliers with distancing and product sanitation requirements.
- Limited contact between waitstaff and guests.
- Use of technology (SQUARE) and cashless solutions to reduce person-to-person interaction.
- Availability of hand sanitizers for guests to use.
- Signage posted reminding guests about social distancing.
- Bands or performers will be asked to make social distancing PSA's periodically during their performance.
- Groups will only be permitted to sit together if they arrived together.
- Customers will be encouraged to bring their own chairs or blankets to use during their visit.
- When serving a customer, bartenders will place the drink on the bar to help limit contact with the customer.



# MILKY WAY DRIVE-IN

ROC Ventures and The Milwaukee Milkmen look forward to the 2nd season of The Milky Way Drive-In. The following policies from last season will continue to be in place for 2021:

- Arrive early to ensure a parking spot.
- Stay within the confines of your vehicle as much as possible. You may lay in the bed of your truck or in the back of a van.
- If you are outside your vehicle and in a high-traffic area, we suggest you wear a facemask.
- You can only purchase admission online. Box Office will be open for patrons having difficulty purchasing online or have guest service questions.
- All employees have been educated and trained on the need for personal sanitation and hygiene as well as the sanitation of our facility. All employees must wash their hands frequently.
- Our restrooms and concession stand will be open. There will be plenty of hand soap and sanitizer on hand.
- Restrooms will be equipped with signage and markers to help patrons remain 6' of physical distancing.
- Our concession stands, food trucks, and a variety of beverage & snack carts will be open to the public and will be equipped with signage and markers to help maintain physical distancing. However, we highly encourage using our car hop delivery service available online.





# MOSH PERFORMANCE CENTER

We are all excited to provide opportunities for practice and competition at the MOSH Performance Center. In order for us to provide a safe environment to our participants, coaches, spectators and employees, we all need to respect and adhere to these guidelines. Please follow our recommendations to help ensure we can continue to provide these opportunities!

## **GUIDELINES FOR ATHLETES**

- Masks are encouraged when athletes are not participating in competition.
- Players should use their own equipment.
- Players are asked to keep their gear and equipment separated from other teammates.
- We recommend players wipe down their equipment with disinfecting wipes after practice/competitions.
- Players should maintain 6 ft and avoid contact with teammates/opponents as much as possible throughout practice/competition to the extent the game allows.
- Prior to arrival at the MOSH Performance Center, players should be checked by a parent for a fever or any symptoms of COVID.
- In the event a player has symptoms of COVID, they should seek medical attention and follow the guidelines set forth by their doctor and the CDC.

## **GUIDELINES FOR COACHES**

- Masks are encouraged for coaches at all times.
- Coaches should refrain from giving players high fives and handshakes with opposing coaches or officials.
- Coaches should limit drills that involve players touching or coming in close contact with each other at practice.
- Coaches are asked to help remind players to follow social distancing guidelines.
- If a player is showing shortness of breath, lack of energy, coughing or other symptoms of COVID, we ask that coaches ask a parent to assess the athlete and seek medical attention.

## **GUIDELINES FOR SPECTATORS AND PARENTS**

- Masks are encouraged for all parents and spectators.
- Parents and spectators are encouraged to observe social distancing guidelines and maintain 6 feet between others.
- Parents and spectators should complete a self assessment including checking for a fever prior to attending any functions at the MOSH Performance Center.
- If a parent or spectator is experiencing any symptoms of COVID, they should not attend any functions at the MOSH Performance Center until they have been cleared by their local health official to do so.

## **SUSPECTED AND CONFIRMED CASES**

In the event a player, coach or spectator experiences symptoms of COVID19 (including but not limited to cough, fever, shortness of breath, etc.) please immediately isolate and seek medical care.

If a player, coach or spectator does have a confirmed case, please notify the appropriate health officials.



# BULLPEN COWORKING

Given the continued impact of COVID-19 on our lives, Bullpen Coworking is focused on getting our membership community back to business with the peace of mind that our workspaces have your health and well-being as its highest priority.

## FREQUENT CLEANING

As recommended, we are implementing frequent cleaning to provide our members with a safe work environment. We have increased the frequency of cleaning during the day, focusing on high touchpoint areas and surface cleaning.

## PHYSICAL DISTANCE

In keeping with health and safety guidelines, we ask that you wear a facemask when you are in a high-traffic area. We have also posted signage throughout our space to communicate recommended physical distancing measures.

## MEETING ROOMS

To make sure that our members can continue to use our meeting rooms in accordance with health and safety guidelines, rooms have been reconfigured in spaced seating arrangements to allow for physical distancing.

## TOURS

To allow for physical distancing, we are currently offering tours to one or two persons at a time. If there are more than two persons in your group, they are able to wait in our lounge.





# BLEND COFFEE & COCKTAILS

- All employees will be required to wear protective masks and gloves
- Guests are encouraged to observe social distancing measures while seated
- Tables and chairs will be disinfected after guests have been seated
- Pre-packaged product will be used as necessary
- Customers are encouraged to pre-order online or use a phone app
- Personal coffee cups and mugs will not be refilled, so as to avoid extra touch points





# THE HILL HAS EYES

## 1. GENERAL STATEMENT

On behalf of the ROC Ventures and The Franklin Health Department, the practices identified below represent practical best efforts to proactively keep our community safe when attending our 2021 Hill Has Eyes events at Ballpark Commons. The outlined steps and initiatives are intended to preserve the safety of staff, actors, and guests. ROC Ventures will continue to follow the guidance of national, state and local agencies, to develop these policies with the input of weekly meeting with the Franklin Health Department.

## 2. OUTDOOR VS INDOOR HAUNTED ATTRACTION

In accordance with CDC guidance for people to not attend indoor haunted houses this fall season, ROC Ventures has redesigned The Hill Has Eyes event this season as a complete outdoor haunt experience. The 45 acres allows guests to comfortably spread out on our property whether they are in the attraction, waiting in line, or enjoying a beverage in between attractions.

## 3. FACE COVERINGS

Guests will be required to wear masks when in the attractions and queue lines at all times. Guests will NOT be allowed to go into the attraction unless they are wearing a face covering and managed by a guest services attendant at each attraction entrance. If guests do not have masks, they may purchase one at a point of sale location. All employees and actors will be required to wear face coverings when performing their job.

## 4. EMPHASIS ON CASHLESS PAYMENT

The Hill Has Eyes will work toward operating cashless facilities with a heavy focus on internet transactions before arrival. Cashless payment includes the areas of food/beverage, ticketing and merchandise. This will limit direct contact between employees and guests.





# THE HILL HAS EYES

## 5. ATTRACTION SANITATION

- Each attraction will be sprayed and cleaned with The SmartTouch® disinfectant (EPA Registration #82972-1) and the BIOPROTECT™ Antimicrobial Surface Protectant (EPA Registration #87583-3).
- Increased regularity and scope of wash downs and cleanings.
- Concessions, restrooms and handrails will be disinfected prior to each night.
- Additional hand sanitizing stations for public and employee use around the campus.

## 6. CAPACITY MANAGEMENT AND SOCIAL DISTANCING

- The Hill Has Event will have 8-10 operating days in the 2021 season.
- We will utilize timed ticketing and allow guests to purchase tickets in 3 different time windows – 6:00-8:00, 8:00-10:00, and 10:00-12:00. Each “window” will have capacity restrictions and when reached will be “sold Out”.
- Guests will be asked to properly distance their group when in queue lines or in between attractions.
- Groups of 4 to 6 will be allowed into the attraction with a minimum of 1 minute in between, creating more than 50 feet of separation.
- Employees will be readily available to execute and communicate the above plan, including ongoing sanitizing.

## 7. STAFFING POLICIES

- Temperature check for all part-time, full-time, contracted third-party staff members and interns prior to entering the event.
- All guest facing staff members will be required to wear protective masks, as necessitated by current guidelines and best practice policies.
- Staff will be instructed to make the following changes to guest-facing interactions, without limitation:
  - Prohibit handshaking and physical contact with guests and other employees.
  - Prior to the start of each shift, and continuing when appropriate, employees will be required to wash their hands.
  - Ongoing training to educate staff on new, updated guidelines and procedures.



# THE HILL HAS EYES

## 8. ACTOR PERSONNEL

- In order to ensure all actors are placed in the safest conditions management will work implement the following standards:
  - Actors must come "show ready". There will be no make-up or wardrobe access this season.
  - Actors will keep and wash costumes nightly and return after the season.
  - There will be no sharing of make-up, water bottles, and other personal property between actors. -There will be no pre or post event gatherings in 2021.
  - Actors will receive temperature and symptom screening done by their manager prior to being allowed into the attraction. Management will keep nightly logs of this data and evaluate, looking for compliance of changes in actor baselines.

## BOX OFFICE ENTRY / EXIT

- All patrons may be subject to health screenings prior to entry.
- Stanchions and/or spacing markers will promote proper distancing between customers waiting in lines.
- Additional gates (where applicable) will be utilized to create more space amongst customers entering the event.
- Hill Has Eyes will attempt to eliminate printed tickets at the box office for walk-ups. Instead, box office personnel will email tickets to a customer's device.
- Stanchions and/or spacing markers will promote proper distancing between customers waiting in lines.
- All subsequent exchanges or additional ticket requests will be conducted electronically as possible.





# THE HILL HAS EYES

## 10. GUEST EXPERIENCE

### *Attraction Flow (4 Attractions)*

- Hill Has Eyes may choose to run the haunt linear (haunts 1-4 in order) or on demand (guest may choose where to start and end), depending on which model creates appropriate guest throughput and social distancing requirements.
- The Ski Lift will NOT be part of the attraction this season.
- Each guest will receive a wrist band that they put on. Each wrist bands will have pull tabs and collected before entering the haunt.
- Stanchions and/or spacing markers will promote proper distancing between customers waiting in lines on the main concourse.

### *Waiting Areas, Bonfires and DJ*

- This year we will use several burn barrels spread throughout the event area. These smaller setups only allow a small number of people around them.
- This year the tent will only be large enough for the bar and DJ booth. Customers will be spread out over the entire event and queueing area.
- The tent will only have side walls on the back.
- There will be no individuals allowed under the tent unless they are actively purchasing a drink.

### *Restrooms*

- Restrooms will be cleaned (wiping down commonly used touch-points) regularly during the event by a facilities associate.
- Restrooms will be thoroughly sanitized before every event night with disinfectant along all surfaces.

### *Medical Services*

- Management will work closely with its community medical partners (MOSH and Ascension Health) to implement stringent protocols in place for medical services at all events. MOSH will have trained medical personnel onsite for each event night.



# THE HILL HAS EYES

## 11. FOOD AND BEVERAGE POLICIES

The F&B Director will work with the city of Franklin to develop standards consistent with proper guidelines.

- All employees will be required to wear protective masks and gloves.
- Servings with “one-time” use only (cups, bottles, etc).
- Condiments and similar items will be served using pre-packaged servings as opposed to communal servings. There will be no use of garnishes or straws.

## 12. COMMUNICATION / MESSAGING

- Posted “COVID-19” signage in areas with high visibility to guests and employees.
- Other awareness and instructional signage posted throughout the event.
- Frequent public address announcements will promote proper cleanliness, distancing and similar health practices for customers at the box office and from the DJ booth during the event.
- The Hill Has Eyes will update its website, create social media & e-blast awareness campaigns on practices guests should expect visiting regarding the above protocols.





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A RETURN TO COMMUNITY: COVID-19 READINESS PLAN

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