

# COVID-19 READINESS PLAN



A GUIDE TO OPERATING  
WELLAND JACKFISH GAMES  
AT WELLAND STADIUM





## 1. GENERAL STATEMENT

On behalf of the Welland Jackfish, member of the Intercounty Baseball League, the practices identified below represent practical best efforts to proactively invest and keep our community safe when attending functions, events and games at Welland Stadium, in preparation for the 2020 season. The outlined steps and initiatives are intended to preserve the safety of staff, players, fans, and guests.

The Jackfish will continue to follow the guidance of national, provincial and local agencies, as well as the directives of the Intercounty Baseball League, to develop these policies and to determine the appropriate time for hosting events of various scopes at Welland Stadium. The input of local and regional medical and health partners will also play a significant role in informing the below policies.



## 2. VIRUS OVERVIEW

The novel coronavirus (COVID-19) is a highly transmissible respiratory disease that can result in serious illness or death. Current cases have reported a wide range of symptoms including:

- Fever
- Cough
- Shortness of Breath
- Fatigue
- Headache
- New loss of taste or smell
- Sore throat

COVID-19 is spread person to person through exposure to respiratory droplets from an infected person or from touching contaminated surfaces and then touching eyes, nose, or mouth.

## 3. FRONT OFFICE PROTOCOLS

- Signage will be placed at front office door to advise guests to wait for screening. Anyone displaying symptoms or showing temperature above 38.1°C will be required to return home to recuperate.
- All employees will undergo a COVID-19 screening daily upon entry to the facility. This screening includes a temperature reading and questionnaire. Tests will be administered by designated workplace supervisor and records will be kept on file, separate from employee records.
- All vendors and outside guests will be screened and logged upon entry to facility. Face coverings are required when not able to maintain 6-foot social distancing.
- Enhanced cleaning and sanitization of workspace areas and frequently touched surfaces with approved cleaning chemical with label claims against the coronavirus
- Additional cleaning supplies will be made available to employees to regularly sanitize work areas
- Implementation of basic infection prevention measures:
  - Signage reminding staff to wash hands frequently
  - Encourage workers to stay home if sick
  - Enforce respiratory etiquette including covering coughs and sneezes
  - Discourage workers from using other workers' phones, desks, offices, or other workplace tools and equipment
- Staff is encouraged to maintain 6-foot social distance in the workplace setting per government guidelines.
- Face coverings are required at all times. Face coverings (covering mouth and nose) are encouraged in shared spaces, including during in-person meetings and in restrooms and hallways
- Avoid congregating in common areas such as breakrooms and restrooms
- Contact among workers, clients, and customers is to be minimized by replacing face-to-face meetings with virtual communications and implementing telework if feasible.



## 4. POSITIVE CASE RESPONSE ACTIONS

- A. Staff members instructed to immediately report any symptoms of respiratory illness to management
- B. In event of a positive COVID-19 case the workplace will be immediately closed, and staff will be instructed to return home. The facility will remain closed until effectively deep cleaned and sanitized.
- C. Employees with confirmed or suspected confirmed case of COVID-19 may return to the workplace only after they have met the following criteria:
  - A. At least 72 hours without fever (without use of fever-reducing medications)
  - B. Improvement in Respiratory Symptoms (cough/shortness of breath)
  - C. At least 14 days have passed since symptoms first appeared

## 5. CASHLESS PAYMENT

1. The Jackfish 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.

## 6. BALLPARK SANITATION

- A. Increased regularity and scope of washdowns and cleanings.
- B. The Jackfish to consider disinfectant-spraying for no-wipe cleaning of ballpark surfaces..
- C. Added hand sanitizing stations for public and employee use around the ballpark.
- D. The Jackfish to consider limiting access to any guest without a mask or face covering.
- E. Public Restrooms to be reduced in capacity and policed by ushers to ensure capacity limits are followed
  - A. Every other stall, urinal, and sink fixture to be marked to prevent use
- F. Stadium is to be sanitized prior to each event. This includes high traffic areas, concessions, restrooms, seating bowl, and other frequently touched surfaces.

## 7. SOCIALLY DISTANT SEATING

- A. The Jackfish will re-create its existing facility seating manifest to allow for proper distancing, thus decreasing overall ballpark capacity.
- B. Rows and seats will remain vacant to maintain proper distancing between familial parties.
- C. No more than eight fans per row per section (where available).
- D. Group and hospitality areas will operate with reduced capacity to promote proper distancing..
- E. Seating capacity will be reduced to no more than 500 or government mandated capacity.



## 8. STAFFING POLICIES

- A. Temperature check for all part-time, full-time, contracted third-party staff members, and interns prior to entering the ballpark.
- B. All fan-facing staff members shall be required to wear protective gloves and masks, as necessitated by current guidelines and best practices policies.
- C. Staff will be instructed to make the following changes to fan-facing interactions, without limitation:
  - i. Prohibit handshaking and physical contact with guests and other employees.
  - ii. Employees will be required to wear protective gloves and masks when handing items to fans.
  - iii. Prior to the start of each shift, and continuing when appropriate, employees will be required to wash their hands and put on a new pair of gloves.
- D. Ongoing training to educate staff on new, updated guidelines and procedures

## 9. CLUBHOUSE AND ON-FIELD PERSONNEL

- A. In order to ensure all players are placed in the safest conditions the clubs will work with the IBL and its member teams to implement the following standards:
  - i. Increased cleanliness in the home and visiting clubhouses.
  - ii. Additional restrictions on clubhouse access – media and front office staff are likely to be prohibited.
  - iii. Limitations on the use of commonly “spit” items, including, but not limited to seeds, gum and peanuts.
- B. The Jackfish will follow the guidance of the IBL regarding player and on-field personnel health and safety, including travel, fan/media interaction, dugouts, etc.
- C. Players and Coaches to sign IBL COVID-19 Warning and Waiver prior to any team activity
- D. Player locker rooms are to be closed for use except for bathrooms per Health Department recommendations

## 10. WELLAND STADIUM ENTRY / EXIT

- A. All patrons will be subject to health screenings prior to entry.
- B. Potential for gates to be opened earlier to allow for less congestion as fans enter the stadium.
- C. The Jackfish will work to encourage proper distancing upon entry, including, without limitation, walkways and parking lot leading to ballpark entrances.
- D. Stanchions and/or spacing markers will promote proper distancing between customers waiting in lines.
- E. Additional gates (where applicable) will be utilized to create more space amongst customers entering the ballpark.
- F. Fan entrance areas will be altered and designed to accommodate social distancing with proper directional signage. Additional entry points will be added to accommodate efficient fan entrance.
- G. Fan exiting strategies to include additional exit points on 1st base line. Left field ramp gate will be utilized as crowd sizes grow
- H. The Welland Jackfish reserve the right to ask fans visibly showing symptoms to leave the property.



## 11. TICKET PURCHASING / SERVICING

- A. No tickets will be available for purchase at the box office.
- B. All tickets must be purchased online via computer or mobile device prior to arrival
- C. Self serve ticket scanners to be set up for entry
- D. Seating capacity within the seating bowl will be reduced to comply with current provincial and local capacity guidelines.
- E. Lawn seating will still be general admission, but fans will need to follow social distancing guidelines throughout that space.
- F. At entry, fans are asked to hold their ticket or phone while it is scanned. We ask that tickets do not be handed to the ticket taker.

## 12. FAN EXPERIENCE

- A. Kids Zone
  - I. The Jackfish will not operate traditional kids zone attractions such as bounce houses.
- B. Concourse Flow
  - I. Concourses will be separated to create defined traffic flow (e.g. each side of the concourse is one-way-only traffic) and to keep proper distancing.
  - II. Stanchions and/or spacing markers will promote proper distancing between customers waiting in lines on the main concourse.
  - III. In the event of rainstorms, or other situations requiring customers to find cover, the Jackfish will expand access to covered areas to ensure proper distancing.
- C. Restrooms
  - I. Doors will be propped open to encourage touchless entry/exit.
  - II. Restrooms will be sanitized frequently with disinfectant along all surfaces and an enzyme solution will be applied to all surfaces at the conclusion of each home game.
  - III. The Jackfish shall work in conjunction with its various partners to evaluate touchless enhancements, including motion-sensor dispensers and flush valves.
  - IV. Every other sink and urinal stations will be disabled to allow for proper distancing.
- D. Team Store
  - I. Stanchions and/or spacing markers will promote proper distancing between customers waiting in line and walking through the store.
- E. Promotions/On-Field Activities
  - I. Autograph sessions with players will not be permitted.
  - II. Players will not be permitted to throw baseballs or other items into seating areas.
  - III. All between-inning promotions will abide by proper distancing guidelines.
  - IV. On-field activities such as Ceremonial First Pitches will be conducted with heightened restrictions which shall include, without limitation, proper distancing, the wearing of protective gloves and/or masks and tossing to a family member as opposed to a player. With respect to the singing of the National Anthem, a sneeze guard on the microphone stand will be used.



### **13. FOOD AND BEVERAGE POLICIES**

- A. Jackfish will conduct over mobile device order system and delivery. Order food from your seat and our staff will deliver it to where you are sitting.
- B. All employees will be required to wear protective masks and gloves.
- C. All condiments will be single serve packets instead of communal servings.
- D. No lines will be permitted in the concourse for concessions.

### **14. COMMUNICATION / MESSAGING**

- A. Posted "Stop the Spread" and "COVID-19" signage in areas with high visibility to fans, employees and team personnel.
- B. Other awareness and instructional signage posted throughout the ballpark.
- C. Frequent public address announcements will promote proper cleanliness, distancing and similar health practices for customers.
- D. The Jackfish will create social media & e-blast awareness campaigns on best practices for fans and guests visiting Welland Stadium.
- E. Signage posted at entrance to facility to remind staff and occupants to maintain 6-foot social distance while inside the facility. Fans not adhering to social distancing guidelines will be asked by event staff to adhere to policies.

## 15. SOCIAL DISTANCED ALLPARK LAYOUT

