

Back to Operations

STARTING THE CONVERSATION WITH YOUR FACILITY

This resource has been designed to provide clubs and skating schools with information and sample questions to use when approaching facilities to prepare for the skating season. Appendix A can be used as a worksheet when in discussions with facilities.

Resources to provide to your facility

The Province of Ontario has passed legislation allowing for the reopening of indoor recreation facilities. This includes arenas and/or community centres with arenas or ice pads. Please refer to the appropriate legislation depending on the Stage your region is currently in:

- Stage 3 - [Reg. 364/20](#)

Municipally or city run facilities will require your club/skating school to provide them with your organization's Return to Play Protocols. Skate Ontario has developed these Protocols for your use. In addition, your club/skating school will need to develop and implement a Club/Skating School Response Plan.

The following items need to be created and included in your Response Plan

- COVID-19 Club/Skating School Oversight Group,
- Club/Skating School Specific COVID-19 Protocols, and
- COVID-19 Club/Skating School Communications Plan.

These items are outlined in Appendix B of the Skate Ontario Return to Play Protocols. Preparing a COVID-19 Response Plan will exhibit the thoroughness and responsibility your organization has taken to provide a safe return to sport for your members and will prove your commitment to the facility.

Please provide the [Skate Ontario Return to Play documents](#) to your facility, which include:

- Skate Ontario Return to Play Protocols
- Health Screening Questionnaire
- Stage 3: Session Participation and Health Screening Tracking Template
- Skate Ontario Waiver

Please check the [Skate Ontario Return to Play page](#) for the most up-to-date versions of these documents.

Your local public health unit may require the same documentation and there may be additional local processes your club/skating school must complete before restarting operations.

Starting the process

The process for returning to operations for clubs and skating schools may differ from municipality to municipality and possibly from facility to facility within the same municipality. Processes from previous years could also look different in the COVID-19 reality we are now living in. Be prepared for returning to operations procedures to take some time and keep in mind the safety of your members is the most important issue. Although everyone is eager to get back on the ice, clubs/skating schools need to ensure it is done in a safe and measured manner. Avoid rushing the process to minimize setbacks along the way.

If you already have a relationship with your facility and/or municipality, start by reaching out to your contact to voice your club's/skating school's interest in returning to the ice. Some facilities or municipalities might already have an established return to play process in place. In other cases, they may not have a current procedure and your club/skating school may need to work with them to determine the appropriate next steps. Once you have made contact with the facility and/or municipality, your club/skating school can then start to work on any items that are required.

As you work through this process, there will no doubt be questions. We encourage you to work closely with your facility and/or municipality to seek answers and develop the required procedures.

Talking to your facility: Questions and considerations

| # | QUESTIONS | CONSIDERATIONS |
|---|---|--|
| 1 | Do you have any questions or concerns with the Skate Ontario Return to Play Protocols? | The Skate Ontario Return to Play Protocols represent the minimum standard of care for clubs/skating schools when returning to operations. If clubs/skating schools wish to implement stricter guidelines, these directives must be outlined in club/skating school specific protocols and be made available to all members participating in activities. |
| 2 | Has the ice been removed from the facility? <ol style="list-style-type: none"> If the ice has been removed: When is the facility planning to put the ice back in? If the ice has not been removed: When does the facility plan to open the ice to user groups? Is there be a minimum number of hours for ice rentals per week required from user groups? | You may be the only user group currently inquiring about renting ice at the facility. To demonstrate to facilities/ municipalities that is it financially feasible to reopen, clubs/skating schools may need to prepare and provide a weekly plan stipulating the number of days/hours desired and the number of skaters who will be participating. Please also consider the time required to put the ice back in. It could take upwards of six weeks before facilities are able to have the ice surface ready for use. |
| 3 | Will the facility have parking lot use guidelines? For example: <ol style="list-style-type: none"> Specific drop-off and pick-up areas Spacing required between parked vehicles Restrictions for conducting warm-ups in the parking areas | As recommended in the Skate Ontario Return to Play Protocols, skaters should warm-up outside of the facility. It is important to be aware of any restrictions to the areas available for use. |
| 4 | What are the entry and exit guidelines? <ol style="list-style-type: none"> Will there be specific doors for entry vs exit? Who will manage the flow of traffic – the facility or the club/skating school? Will the facility require a list of participants for each day from the club/skating school? Will face masks be required within the facility? Will the facility provide hand sanitizing stations or is the club/skating school responsible for supplying those for their members? | Some facilities may require clubs/skating schools to track who enters the arena for various sessions (skaters, coaches and parents/guardians). This tracking information will be vital when it becomes necessary to create a registration, scheduling and session plan. |
| 5 | How many participants are permitted in the facility? | While the Return to Play Protocols suggest that the maximum number of participants follow locally authorized gathering sizes, facilities may choose to restrict gathering sizes or delay the increase in numbers compared to provincial guidelines. |
| 6 | What are the guidelines for parent/guardian attendance? <ol style="list-style-type: none"> Are spectators permitted in the facility? Is there a specified spectator area for parents/guardians? Will there be restrictions on cheering (e.g. clapping only)? | Your club/skating school can choose to restrict the access to the facility for parents/guardians, but please consider the age of the skater you are dealing with when making these decisions. Physical distancing protocols are also still in place so it is important that parents/guardians are informed. |

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| 7 | <p>Does the facility foresee any changes in traditional ice use rental times?</p> <p>a. Will cleaning time be included in ice time rental?</p> <p>b. Will sessions be held back to back?</p> | <p>Some facilities will need anywhere from 15 to 30 minutes of cleaning time between sessions. Facilities may want to reduce the hours of operation for staffing reasons. Some facilities may only bring in limited staff and may schedule ice rentals around staff availability.</p> |
| 8 | <p>What are the user group guidelines for cleaning/disinfecting?</p> <p>a. Who will provide sanitation products?</p> | <p>Some facilities will take full responsibility for cleaning/sanitization, while others may leave portions of the cleaning process to the user groups (e.g. wiping the boards where skaters have placed personal belongings, etc.).</p> |
| 9 | <p>Does the facility have guidelines for office use and equipment use/storage?</p> | <p>While some facilities will allow for office use, others may not. You may need to coordinate a time with the facility to gather any equipment required by the club/skating school.</p> |
| 10 | <p>What are the warm-up activity guidelines within the facility?</p> | <p>If your facility allows for indoor warm-ups, please ensure the warm-up area is supervised and that physical distancing protocols are being followed.</p> |
| 11 | <p>What are the regulations for outside food and drink within the facility?</p> <p>a. Are there specific requirements for disposing items within the facility? Do skaters need to bag their own items and dispose of those items outside of the facility?</p> | <p>It is important to be aware of facility waste disposal guidelines so skaters and coaches can plan to bring appropriate snacks and water bottles, etc.</p> |
| 12 | <p>What are the First Aid and emergency evacuation guidelines?</p> <p>a. Does the facility have a shut-down protocol in place if a user has a suspected or confirmed case of COVID-19?</p> | <p>Due to COVID-19, your club's/skating school's Emergency Action plan will need to be updated. Your club's/skating school's First Aid kit needs to be accessible during sessions. A coach may need to bring the kit to sessions and place it by the boards as some facilities may not have access to club rooms.</p> |
| 13 | <p>What are the guidelines for accident/incident reporting?</p> | <p>Club/school administrators will still be required to ensure any accident/incident reports are submitted to Skate Canada. It is recommended to keep all reports in a club file, as well.</p> |
| 14 | <p>What are the penalties for the facility or club/skating school for non-compliance of protocols?</p> <p>a. Are these penalties being shared with all user groups of the facility?</p> | <p>Bylaw Officers can visit any facility to ensure proper protocols are being followed. It is important for clubs/skating schools to educate and inform all participants (and their parents/guardians) to ensure compliance.</p> |
| 15 | <p>Does the facility have any other requirements that all user groups must be aware of and adhere to?</p> | |



Appendix A: Back to Operations Sample Questions

| # | QUESTIONS | CURRENT PHASE Considerations/Guidelines | SUBSEQUENT PHASE Considerations/Guidelines |
|---|---|--|---|
| 1 | Do you have any questions or concerns with the Skate Ontario Return to Play Protocols? | | |
| 2 | Has the ice been removed from the facility? <ol style="list-style-type: none"> If the ice has been removed: When is the facility planning to put the ice back in? If the ice has not been removed: When does the facility plan to open the ice to user groups? Is there be a minimum number of hours for ice rentals per week required from user groups? | | |
| 3 | Will the facility have parking lot use guidelines? For example: <ol style="list-style-type: none"> Specific drop-off and pick-up areas Spacing required between parked vehicles Restrictions for conducting warm-ups in the parking areas | | |
| 4 | What are the entry and exit guidelines? <ol style="list-style-type: none"> Will there be specific doors for entry vs exit? Who will manage the flow of traffic – the facility or the club/skating school? Will the facility require a list of participants for each day from the club/skating school? Will face masks be required within the facility? Will the facility provide hand sanitizing stations or is the club/skating school responsible for supplying those for their members? | | |



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| 6 | What are the guidelines for parent/guardian attendance? <ul style="list-style-type: none"> a. Are spectators permitted in the facility? b. Is there a specified spectator area for parents/guardians? c. Will there be restrictions on cheering (e.g. clapping only)? | | |
| 7 | Does the facility foresee any changes in traditional ice use rental times? <ul style="list-style-type: none"> a. Will cleaning time be included in ice time rental? b. Will sessions be held back to back? | | |
| 8 | What are the user group guidelines for cleaning/disinfecting? <ul style="list-style-type: none"> a. Who will provide sanitation products? | | |
| 9 | Does the facility have guidelines for office use and equipment use/storage? | | |
| 10 | What are the warm-up activity guidelines within the facility? | | |



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| 12 | What are the First Aid and emergency evacuation guidelines? <ul style="list-style-type: none"> a. Does the facility have a shut-down protocol in place if a user has a suspected or confirmed case of COVID-19? | | |
| 13 | What are the guidelines for accident/incident reporting? | | |
| 14 | What are the penalties for the facility or club/skating school for non-compliance of protocols? <ul style="list-style-type: none"> a. Are these penalties being shared with all user groups of the facility? | | |
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