

Our goal at The Crossover is to provide a safe and clean environment for our patrons and staff. Based on current information, we ask that you help by taking the same steps to protect against coronavirus as we take to prevent the spread of everyday illnesses like the common cold or flu:

- Wash your hands often with soap and water for at least 20 seconds;
- If soap and water are not available, use an alcohol-based hand sanitizer with at least 60% alcohol;
- Avoid touching your eyes, nose, and mouth;
- Avoid close contact with people who are sick;
- **Stay home if you feel ill;**
- Cover your mouth and nose with the inside of your elbow when you cough or sneeze, or use disposable tissues and wash your hands immediately;
- Clean and disinfect frequently touched objects and surfaces.

As we continue to determine the best course of action for reopening, other changes you may expect to see include:

- Initially offering individual-based programming with staggered start times, strict participant limits, reduced facility capacity, and limited operating hours
- Reduced program sizes and increased instructor/coach ratios to enforce hygiene protocols
- Increased time between games and practices to facilitate social distancing and cleaning opportunities
- Prepare for rolling closures throughout the building with signage indicating "area closed for disinfecting"
- All guests ages 6 and up will be required to wear a mask applied before entering the facility, and which remains on the wearer's face until having exited (exceptions for lacrosse may apply)
- Absolutely no entrance except through front glass doors (Social distancing stickers on ground to guide participants for safe spacing)
- Supervised curbside drop-off/pick-up for participants
- Check-in stations with staggered time slots to increase social distancing
- Closure of areas of the building where social distancing is difficult to achieve
- To the extent possible, players will be asked to dress at home or in the car, and unattended bags will be prohibited
- Installation of touch-free methodology wherever practicable
- Marked seating and changing stations that adhere to social distancing guidelines in public areas

## **Outdoor Field**

- **Parking:** For programs utilizing the outdoor field, please have your families and participants park in the south lot, which is located right by the outdoor field.
- **Outdoor Field Entrance:** From the parking lot, participants should enter the field utilizing the concrete ramp (there will be a check in table upon arrival) on the southwest corner of the field. Please do not walk down the rocks located on the northeast corner of the field, as this is only authorized for emergency vehicle access.
- **Off-limit Areas:** Please do not allow any participants or family members in the dirt patch on the west side of the field. This area will be hydroseeded soon, and we need to keep people away from the area. Additionally, please keep out of any areas that look like they are being worked in or are under construction.
- **Amenities:** Currently there are port-o-potties near the field that are available to use.
  - However, participants are more than welcome to utilize the restrooms inside our facility. To do this, folks must walk to the main entrance of the building (located on the northside) and enter into the building. Everyone over the age of 6 years old must wear a face covering. Inside the facility, there are restrooms, vending machines and an automated frozen yogurt machine!

## Employee & Guest Health

The health and safety of our employees and guests is our number one priority.

**Thermal Cameras.** Points of entry will be limited to the front main entrance only to allow our team to scan guests for fever. Any guest displaying a temperature over 100.0°F will not be allowed entry to the property and will be directed toward appropriate medical care.

**Temperature Screening.** Upon arrival all participants for outdoor activities will have their temperature checked prior to entering. Temperatures will be checked with a touchless thermometer.

**Physical Distancing.** Guests will be advised to practice physical distancing by standing at least six feet away from other people not traveling with them while standing in lines, using elevators, or moving around the property. Tables, chairs, and other physical layouts will be arranged to ensure appropriate distancing. Employees will be reminded not to touch their faces and to practice physical distancing by standing at least six feet away from guests and other employees whenever possible. All rink service stations will comply with, or exceed, local or state mandated occupancy limits. The front desk and check-in locations will also be modified to protect both guests and our team.

**Hand Sanitizer.** Hand sanitizer dispensers will be placed at key guest and employee entrances and contact areas such as lobby, reception areas, lockers, restrooms, and other public areas.

**Front of House Signage.** There will be health and hygiene reminders throughout the property including the proper way to wear, handle, and dispose of masks.

**Back of House Signage.** Signage will be posted throughout the property reminding employees of the proper way to wear, handle, and dispose of masks; use gloves (in positions deemed appropriate by medical experts); wash hands; sneeze; and to avoid touching their faces.

**Employee & Guest Health Concerns.** We will be ready to provide support to our guests. Employees are instructed to stay home if they do not feel well and are instructed to contact a manager if they notice a coworker or guest with a cough, shortness of breath, or other known symptoms of COVID-19. Employees and guests who are exhibiting any of the symptoms of COVID-19 while at the property are instructed to immediately notify their manager (employees) or facility security (guests).

## Employee Responsibilities

Employees are vital for an effective sanitation and health program.

**Hand Washing.** Correct hygiene and frequent handwashing with soap is vital to help combat the spread of contagions. All employees have been instructed to wash their hands, or use sanitizer when a sink is not available, every 60 minutes (for 20 seconds) and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, entering and leaving the rink floor, going on break, and before or after starting a shift.

**COVID-19 Training.** All employees will receive training on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact including rink attendants, food and beverage, rink operations, and coaches.

**Personal Protective Equipment (PPE).** Appropriate PPE will be worn by all employees based on their role and responsibilities and in adherence to state or local regulations and guidance. Training on how to properly use and dispose of all PPE will be mandatory.

## **Guest Arrival**

An operations team member will greet each visitor. Visitors will be screened, asked to use hand sanitizer, and to wear a mask. Appropriate signage will also be prominently displayed outlining proper mask usage and current physical distancing practices in use throughout the rink. Please see program-specific procedures below.

All participants arrive with their own mouth guard and personal water. There will be no sharing of equipment or water bottles by participants.

Participants after screening will meet coaches and there will be designated areas for the players to socially distance themselves prior to the start of the playing session.

## **Cleaning Products & Protocol**

**Public Spaces & Communal Areas.** The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, front desk check-in counters, buttons, door handles, public restrooms, room keys and locks, ATMs, stair handrails, tables, equipment, dining surfaces, and seating areas. Folding chairs will be placed against boards, spaced so as to maintain appropriate distancing as designated by floor markings and "do not remove chair" signage.

<sup>2</sup> <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

<sup>3</sup> <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>

**Back of House.** The frequency of cleaning and sanitizing will also increase in high traffic back of house areas with an emphasis on employee break and locker rooms, employee entrances, control rooms, employee restrooms, offices, kitchens, stock and storage areas, meeting areas, and classrooms. Cleaning and sanitizing protocols are also in effect for mechanical rooms and other areas restricted to employee access only. Biohazard items will be cleaned and disposed of according to CDC and OSHA regulation.

**Shared Equipment.** Shared tools and equipment will be sanitized before, during, and after each shift or anytime the equipment is transferred to a new employee. This includes phones, radios, computers and other communication devices, payment terminals, kitchen implements, engineering tools, safety buttons, folios, cleaning equipment, keys, time clocks, and all other direct contact items used throughout the rink.

**Air Filter & HVAC Cleaning.** The frequency of air filter replacement and HVAC system cleaning has been increased and fresh air exchange will be maximized.

We feel confident that with a little extra care, and by following US Lacrosse recommendations of keeping all equipment on in hand shake lines; using non-touch greetings; avoiding touching surfaces such as counters, railings, and door handles; and avoiding skin to skin contact all together, we will be able to continue business operations presently.

With your support, we will do everything possible to foster a safe environment for all Crossover patrons. We will keep you updated of any new developments.