

Virginia Beach Sports Center/
Eastern Sport Management

Opening Plan



June 23, 2020

Updated October 14, 2020



General Guideline

Virginia Beach Sport Center guidelines during normal office hours will be the following:

- Mask- wearing of masks in public areas as applicable
- Social Distancing- social distancing of 6 feet while in all area of the office space
- Multipurpose rooms/Suites- have been reduced to accommodate 50% capacity.

Multipurpose Rooms/Suites

- In accordance with Virginia Phase 3 Guidelines, the multipurpose rooms/suites will only be used for groups of people that can be at least 6 feet apart. Chairs will be set to the side and areas marked for appropriate distancing. CDC approved hand sanitizers will always be available for use in the multipurpose rooms/suites. In addition, the conference room table and chairs will be cleaned with CDC approved cleaning materials before and after each use.

Office Kitchen

- Persons are to maintain six (6) feet distancing whenever feasible in common areas; however, interactions in the common areas are inevitable. When entering common areas, employees are to be wearing PPE. CDCD-approved hand sanitizer will be available in the work, break room and common areas.

Reducing the Risk of Exposure

To reduce the risk to exposure of the COVID-19 virus the Virginia Beach Sports Center has implemented the following cleaning and disinfecting guidelines to high touch areas. Hand sanitizers will be strategically placed throughout the department for staff and general public use.

Common High Touch Areas

- Multipurpose Rooms/Suites- Light switches, door handles, tables, chairs, phones, keyboards, mouse, podium, counter tops, refrigerator door, ice and coffee machines
 - Frequency- upon arrival in the morning, before and after meetings, and before leaving for the day
- Reception area- Glass door, handles, closet doorknobs, phone, tables, chairs, and front desk countertop. Plexi glass has been installed at the front desk
 - Frequency- upon arrival in the morning and after each use
- Office Kitchen- Door handles, refrigerators, tables, chairs, sink area, and coffee machine
 - Frequency- Throughout the day
- Admin Open Area Desks- Countertop and printers
 - Frequency- Throughout the day

Individual Workspace



- Office- Door handles, desktops, counters, phones, monitors, keyboards, mouse, printers, shelves, and along with any desk items
 - Frequency- Each staff member is responsible for their own office cleaning, daily

Bathroom and Elevator Landing Areas

- Virginia Beach Sports Center Housekeeping staff is responsible for cleaning all common areas and restrooms throughout the building. Cleaning schedule will be based on local, state, and federal guidelines
 - Frequency- hourly cleaning of all high touch areas

Managing Crowds

- Virginia Beach Sports Center consistently manages all workspace to ensure not more than 50 people will be in the work space. Will also following the phase 3 guidelines of the total number of attendees (including both participants and spectators) of recreational sports cannot exceed the lesser of 50% of the occupancy load on the certificate of occupancy, if applicable, or 250 persons
 - Plan will be updated according to local, state, and federal guidelines when facility opens October 1, 2020

Individual Responsibility

- Staff will have to answer questionnaire, Figure 1, before reporting to work.
 - Reference figure 1

Marketing/Sales

- Site Visits- During phases 1-3, sales team will follow the following protocols
 - Sales team will have personal mask and have disposable masks available for all guests
 - Digital agendas will be made available prior instead of paper handouts

Virginia Beach Sports Center Re-Opening plan



The Virginia Beach Sports Center is committed to keeping current with the existing mandates and best practices concerning COVID-19. Our staff will continue to educate themselves on how to respond to this crisis and are in constant communication with industry colleagues on best practices. We will be following all guidelines set by local, state, and federal governments as well as the CDC and WHO.

Employee and Staff Health and Wellness

- Staff will be trained on the precaution and modifications outline in the plan prior to opening for public events. New staff will be trained during onboarding
- There are a brief series of self-reporting question, figure 1, that staff will need to answer before coming to work
- Face coverings will be required when conducting face-to-face meetings when social distancing of 6 feet cannot be maintained.
- Appropriate signage will be posted in all workplace common areas regarding best practices for social distancing
- Staff meetings will be conducted while adhering to social distancing
- Office space will be setup to ensure appropriate social distancing is achieved
- Communication plan will be developed to inform all staff of up to date guidelines
- Will follow all guidelines in Figure 3

Venue Cleanliness and Disinfecting

- A building plan has been created that identifies the high touch surfaces in the Virginia Beach Sports Center. All high touch surfaces will be disinfected frequently as event use demands
- Regular cleaning and disinfecting of equipment or based on frequency of use.
- Virginia Beach Sports Center will provide additional staff during events to maintain effective disinfecting of high touch surfaces

Physical Venue or Event Adjustments and Modifications

- Event Coordinators/Virginia Beach Sports Center Directors will create an individual COVID Risk Mitigation Strategy for each event that is specific to event activities. This will be done according to industry best practices and will be created in conjunction with event organizers. The event organizer is expected to make appropriate modifications for areas within their control.
- Modifications will be made to ticket lines using stanchions and floor markers to maintain social distancing standards.
- Signage will be provided throughout the facility encouraging COVID19 best practices
- Additional hand sanitizer stations will be placed around the building
- Barriers will be placed at counters where transactions with the public will be taken place
- Restrooms have been built that will allow contactless entry, motion censored toilets, motion censored hand dryers
- Food and Beverage- See Figure 2 for contractor mandates



- Modifications to meal service
- Barriers to public counters
- Concession queuing modifications to allow for social distancing
- PPE worn by staff
- Event Coordinators/ Virginia Beach Sports Center Directors will encourage event organizers to stagger games/events and/or allow more time between games/events to alleviate cross traffic
- Ticket box office staff will encourage cash free payment methods, wear gloves when handling cash, provide hand sanitizer and minimal contact on self-service credit card machines
- Event staff will reinforce social distancing and mask guidelines to guests while inside the Virginia Beach Sports Center
- All league equipment will be sanitized before and after each game with CDC approved sanitizers
- All contracted league organizers will provide Virginia Beach Sports Center a document showing how they will maintain social distancing, equipment sanitized, and high touched areas cleaned.

Guest Health, Wellness, and Interaction Protocols

- The Virginia Beach Sports Center will follow all PPE mandates from the Governor. Current PPE mandate will be communicated to attendees through pre-event messaging and on-site messaging.
- Encourage self-check screening before attending events at the Virginia Beach Sports Center. Include in messaging on website and social media channels.
- Encourage event organizers to have flexible refund policies relating to COVID-19
- Housekeeping staff will be visible and actively cleaning during event hours
- Ticket Office will encourage presale digital ticketing- scan-only ticketing which can be conducted contactless
- Emergency Action Protocols have been established for managing health emergencies on site and how to handle an attendee that claims to have COVID-19 or exhibits symptoms
 - Figure 4

Messaging and Communication

- Virginia Beach Sports Center will communicate to attendees prior to arrival on what to expect at the Virginia Beach Sports Center through the following channels
 - Social Media
 - Virginia Beach Sports Center Website
 - Encourage organizer to send out facility information to all their participants
 - Message when buying ticket online prior to event
- Digital and static signage will be placed throughout the facility with best COVID-19 practices



Figure 1

Self-Check Screening Questions

Please answer Yes or No to the following questions BEFORE reporting to work:

1. Have you recently had any of these symptoms?
 - Cough
 - Shortness of breath or difficulty breathing

 - Or at least two of these symptoms
 - Fever, temperature of 100.4F or higher
 - Chills
 - Repeated shaking with chills
 - Muscle pain
 - Headache
 - Sore throat
 - New loss of taste or smell

2. Have you been in close contact with anyone who has experienced any of these above listed symptoms in the last 72 hours?
3. Have you had a fever, temperature of 100.4F or higher, in the last 72 hours?
4. Have you taken medication to lower your temperature in the last 72 hours?
5. Have you been in close contact with anyone in the last fourteen (14) days who has been confirmed to have had positive COVID-19 test?

If you answer YES to any of the screening questions before reporting to work STAY HOME and call your supervisor pursuant to applicable call-in procedures.

Figure 2

Mandates to be followed;

- Centerplate to follow the below six mandates
- See additional document for detailed description of each mandate
- Employees trained on each mandate prior to commencing work

Virginia Beach Sports Center MANDATES

All Sports Facilities are **REQUIRED**
to become familiar and implement the following **MANDATES**



Additional Guidelines to be followed;

Centerplate will continue to monitor and follow the State of Virginia, City of Virginia Beach and Virginia Beach Health Department guidelines as they become available.

HR/Employees Guidelines

- Employees required to complete a daily wellness check through an online survey. Management receives notification when the employee is cleared to work.
- Once cleared to work, employees check in with management and are issued PPE and any important safety instructions.



Figure 2 (Continued)

- Centerplate will designate a Health Ambassador for the unit that will receive specialized training to help answer questions and assist with the following:
 - Direct Local Teams
 - Work with Local Health Department
 - Conduct Pre-Shift Safety Training
 - Client Liaison
 - Sanitation Walkthrough

Operations Guidelines

- PPE – gloves and masks worn by all staff
- Menus to include more grab n go options for retail and catering
- Retail floor spaces marked to guide guests and allow for social distancing
- Self-service beverages, including fountain soda units and coffee/tea dispensers, will not be used in the retail operation
- Individually wrapped condiments used for retail and catering
- Point of Sale system includes touchless credit card payments
- Guest sanitizer stations available in retail area and at condiment area
- Have each vendor's internal safety protocols on file. Communicate building specific safety requirements to all vendors for delivery process.

Figure 3

	Employees	Meetings
Phase 1	Telework where available and appropriate	External meetings prohibited except for continuity of government meetings.
	Masks encouraged while in common areas	Internal staff meeting permitted with social distancing protocols in place.
	Duties assigned with social distancing protocols	
	Additional PPE for varied tasks (cleaning/disinfecting)	
	No Sales Travel	
Phase 2	Telework where available and appropriate	Limited to 50 or less attendees
	Masks encouraged while in common areas	
	Duties assigned with social distancing protocols	Internal staff meeting permitted with social distancing protocols in place.
	Sales Travel must be preapproved by General Manager	
	Additional PPE for varied tasks (cleaning/disinfecting)	
	Installation of barriers where transactions with public take place	
Phase 3	Employees return to job site or telework where appropriate	Limited to 250 or less attendees (or state approved limits)
	Masks encouraged while in common areas	Cleaning and disinfecting of high touch surfaces
	Duties assigned with social distancing protocols	Internal staff meeting permitted with social distancing protocols in place.
	Barriers installed where transactions with public take place Communicate COVID-19 precautions to staff	
	Sales Travel must be preapproved by General Manager	
	Additional PPE for varied tasks (cleaning/disinfecting)	
Phase 4 (yet to be determined)	Return to normal workplace setting	Return to normal occupancy
	Continue to communicate COVID-19 precautions to staff	Continue to implement best practices for cleaning and disinfecting
		Continue to implement social distancing



Figure 4

Emergency Action Plan

Positive COVID-19 Test Response

Purpose: To provide facility direction in the event a staff or member is notified of having a positive case of COVID-19.

Action (If Staff): Virginia Beach Sports Center will determine what areas of the building the staff member used and with what other staff they have come in contact. All staff who came in contact will be told to get tested and cannot return until a Negative Test Result is provided to the facility. Any staff who receive a positive test will be asked to self-quarantine for 14 days. The areas of the facility they used will be closed for deep cleaning. If facility use is extensive, the entire facility will be shut down for deep cleaning. Event organizers/league participants will be notified of the positive case and on what date/time the employee was last in the facility and suggest event organizers/league participants be tested if they were in the facility around that day/time.

Action (If Guest): Virginia Beach Sports Center will determine what areas of the building the guest used. The areas of the facility they used will be closed for deep cleaning. If facility use is extensive, the entire facility will be shut down for deep cleaning. Guest and Staff will be notified of the positive case and on what day/time that person was last in the facility and suggest guest and staff be tested if they were in the facility around that day/time.

Multiple Cases: If more cases are identified after initial cleaning, depending on severity, the facility can close for up to 1-Week for cleaning and provide time for staff and guest to be tested and potentially quarantine before reopening the facility.