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COVID-19 Iceland Arena Protocols

July 29, 2020

The health and safety of our customers and employees is our number one priority. When the facility opens, we will be operating under a number of strict safety precautions, and with limited services.

The following protocols have been developed to reduce the risk of transmission of COVID-19 among our customer and employees. We have been working closely with the Ontario Hockey Federation, Hockey Canada, and Ontario Recreation Facilities Association (ORFA) to implement best practices and return to play guidelines for physical distancing to ensure the safety of everyone in our facility.

With our COVID-19 safety protocols in place, there are a few things that we'll be doing differently, and we'd like you to be aware of these prior to your first visit to the facility.

Please familiarize yourself with these protocols prior to arriving at Iceland Arena. It is essential that customers take these policies and precautions seriously to support a safe and healthy experience for everyone.

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Safety Precautions

- All persons entering Iceland Arena must wear a face covering that securely covers the nose, mouth and chin as required under the City of Mississauga by-law no. 0169-2020.
 - Persons who are engaged in on-ice activity are exempt while on the ice, in accordance with the Emergency Orders.
- Physical distancing of 2 meters (6 feet) is required at all times
- Ensure you wash or sanitize your hands upon arrival and often throughout your day
- Be advised that all customers will be required to be passively screen themselves for COVID-19 symptoms (via signage) before being allowed to enter the facility
- Surfaces and other high touch points will be cleaned and disinfected frequently
- City of Mississauga employees will have appropriate training and protective equipment for their work environment and will be actively screened by their Supervisor before entering the facility

Ice Bookings

- All bookings must be done in advance through the Customer Service Centre 905-615-4100 or emailing facility.rentals@mississauga.ca
 - Each booking will be 50 minutes in duration
 - Bookings must adhere to all Provincial restrictions in place at time of booking
 - Stage 3 legislation states – Sports may only be practiced or played ‘if they do not allow for physical contact between players or if they have been modified to avoid physical contact between players.’
 - If applicable, groups must follow the appropriate governing body’s (i.e., Greater Toronto Hockey League) return to play guidelines.
- Drop-in programming (i.e., public skating, stick & puck) is not available until further notice

Before You Arrive

- Each rink has a dedicated entrance all users must enter from
 - Rinks 1 & 2 rentals must utilize the North entrance
 - Rinks 3 & 4 rentals must utilize the South entrance
- Players must be fully dressed before entering the facility
 - exception given to goalies: they must be dressed minus skates, pads, uppers and gloves

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- Main entrance doors will remain locked at all times. To access the facility at either of the two entrances for your rental, the coach/trainer/manager must first assemble the entire team and call the posted phone number when team is fully dressed, and ready to enter as a group
 - Entry must not occur any earlier than 20 minutes before rental time
- Water bottles should be filled in advance

Please Be Aware

- Change rooms will not be made available
- Our general areas of the facility (i.e., lobby, upstairs) will remain closed, and customers must stay within the stanchions and directional markings
- Warm-ups will not be allowed inside the facility under any circumstances
- The concession will be closed
- The pro shop (Flite Hockey) will be open on a limited basis
- The customer service desk will remain closed until further notice
- Public washrooms:
 - Public washrooms on the lower level will be open. Please adhere to posted protocols related to use and capacity.
 - Where possible staggered entrance into the public washroom should be adhered to in an effort to maintain physical distancing guidelines.
- Spectators will not be allowed in the facility – players and team staff are the only customers allowed in for each rental, until further notice
- The players benches are not to be used – all coaches, staff and players should be on the ice for the duration of the rental

Following Your Rental

- Please proceed out of the facility using the directional markings, and proceed to your vehicle