

COVID-19 READINESS PLAN



A guide to Operating
Ralph Engelstad Arena

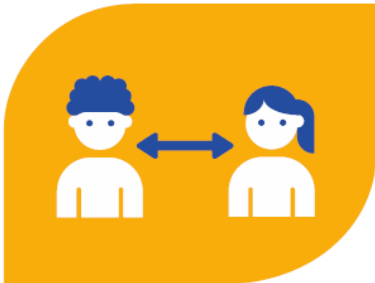


Guidelines for Reopening



Enhanced Protective Measures

REA will follow CDC recommendations, along with federal and local governmental requirements on the use of face coverings, gloves, handwashing, and sanitizing stations. These enhanced protective measures will be communicated via signage reminders at appropriate locations and graphics throughout the event.



Physical Distancing

REA will make accommodations to allow for physical distancing (also called social distancing) in all areas where feasible such as entries, eating areas, ticket windows, concourses, common areas, elevators, escalators, suites, club rooms, Sioux Shop, concession lines, and any other space people gather. The CDC's current physical guidelines recommend staying at least six feet away from people not in your group.



Enhanced Cleaning & Disinfecting

The REA will increase the frequency of cleaning and disinfecting all areas, such as restrooms, concourses, lobbies, concession stands, locker rooms, dressing rooms, concession stands, ticket windows, Sioux Shop and any other high traffic areas. High-frequency touch points such as handrails, door handles, push bars, knobs, elevator buttons, high top tables, and other frequent touch points will be cleaned before, during, and after events employing appropriate cleaning and disinfection protocols and products.

Temperature Health Checks & Health Screening



All staff will be subject to temperature checks before accessing the venue. All health screenings will be performed in compliance with the current recommendations compliant with local, state, federal and CDC guidelines. These recommendations are subject to change.

Minimize Contact Touchpoints



Where possible, REA will minimize contact touchpoints for guests and employees. Examples include touchless hand sanitizer stations, touchless faucets and toilet flushes. No staff hand shaking, high fives and physical contact with guests. Propping of doors or having staff open doors will be encouraged along with electronic ticketing.

Cashless Payment Option



Where possible, REA will encourage cashless payment options at points of sale for food & beverage and merchandise. ATM service will be available.

Education & Communication



REA will communicate new health and safety protocols and expectations to guests and employees before arrival on-site and while on-site. REA will continue to monitor local, state and federal authorities for updated recommendations and will communicate changes to these guidelines to guests and employees as needed.

REAL 5 HEALTH & SAFETY PILLARS

CULTURE

- *Be the culture – create culture.
- *Embrace keeping others safe.
- *Emphasize to yourself not wanting to be the one to make others sick.
- *Don't be afraid to hold others accountable.
- *We all have lapses, don't be offended if someone points it out

HYGIENE MEASURES

- *Frequency matters
- *Every time in and out of a group environment.
- *Every couple of hours while in a group environment.
- *Disinfect high-touch areas at least daily.

SCREENING

- *If you have symptoms, say so and stay home.

DISTANCING

- *Accept it, think it, embrace it.

FACE COVERINGS

- *I protect you, you protect me.
- *Good fit matters.

COMMITMENT



RALPH ENGELSTAD™
ARENA

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COVID-19 READINESS PLAN



2020-21 Ralph Engelstad Arena – Event Season

RALPH ENGELSTAD ARENA

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GENERAL STATEMENT

On behalf of Ralph Engelstad Arena (REA), the best practices described throughout this document represent practical and best efforts to proactively invest and keep our community safe when attending functions, events and athletic events at Ralph Engelstad Arena, in preparation for the 2020-2021 event season. The Ralph Engelstad Arena is dedicated to protecting the health and safety of staff, fans, players and guests. The outlined steps, initiatives and recommendations presented throughout this brochure rely upon rules and regulations set forth by public health authorities.

The Ralph Engelstad Arena is dedicated towards working with local and state public health authorities through the event planning process to obtain the most accurate information regarding the local and regional COVID-19 situation. The Ralph Engelstad Area develops policies in partnership with the NCAA, University of North Dakota and the National Collegiate Hockey Conference to determine the appropriate time for hosting events involving all student-athletes. Resources from local and regional medical health partners also played a significant role in developing the policies listed below. Ultimately it is everyone's responsibility to keep themselves and others healthy and contribute to a successful event.

CASHLESS PAYMENT

- A. The Ralph Engelstad Arena would like to encourage fans to work towards helping us to facilitate cashless payments, including the areas of food/beverage, ticketing, and merchandise. This will help to limit direct contact between employees and fans. Although a cashless payment method is encouraged, cash payments are **NOT** prohibited and still allowed throughout the venue. ATM access will continue to be made available throughout the venue.

PARKING

- A. UND Champions Club Diamond parking spots will be reserved for the duration of the University of North Dakota hockey season.
- B. All other REA on-site parking will utilize a General Admission / first come first serve policy. UND parking will not operate various (Pay to Park) parking lots off site.
- C. All REA parking lots will be patrolled by REA parking staff members.
- D. REA on-site parking lots open 1 hour before puck drop on UND hockey game days for UND Champions Club members.
- E. As per REA guidelines, tailgating is NOT permitted on the premises.

VENUE SANITATION

- A. The REA has developed a frequent cleaning schedule and implemented Standard Operating Procedures (SOP's) for enhanced cleaning and disinfection with EPA –approved disinfectants of

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all common and high touch areas/objects i.e., handrails, door handles, push bars, push plates, automatic door openers and restrooms etc.

- B. Additional sanitation efforts have been implemented during all events in high traffic areas such as restrooms, common walk ways, concessions, press box, ticket office, etc.
 - a. All REA Restrooms:
 - i. Will be disinfected before each game and several times during the game.
 - ii. Will have social distancing standards including the use of every stall, urinal and faucet.
- C. Hand sanitizer dispensers are available and functional throughout the venue frequented by fans, particularly at entrances, exits, high traffic areas and food service areas.
- D. Signage will be posted throughout the venue encouraging proper hand washing techniques and social distancing.

ENTERING VENUE – INGRESS/EGRESS

- A. The REA re-opening plan is available on:
 - a. REA website (www.theralph.com)
 - b. E-mail News Blasts
 - c. Social Media Platforms
- B. Fans are highly encouraged to self-monitor themselves for symptoms before coming to an REA event.
- C. Fans should be advised to stay away from the event if they do NOT feel well or display the following symptoms:
 - a. Fever>100.4, cough, shortness of breath, sore throat, congestion, headache, chills, muscle and joint pain, nausea, vomiting, loss of taste or smell or diarrhea.
 - b. All patrons may be subject to health screenings prior to entry.
- D. Stanchions and/or spacing markers will promote social distancing between fans waiting in lines.
- E. Unless otherwise noted, gates will open 1.0 hour before scheduled puck drop.
- F. Social distancing markers will be placed every six feet throughout the security check point/ticket scanning, queuing line areas. Separate entryways and exits markings will help to minimize potential contact and help enforce social distancing.
- G. REA will utilize multi-modal communications and methods (e.g., newsletters, webinars, emails, website, social media, event packets & brochures, etc.) with fans, event staff, student/athletes, coaches and visiting schools etc., regarding plans and protocols that have been developed to mitigate possible issues related to COVID-19.
 - a. Additional entrances/exits may be utilized to alleviate congestion.
- H. Walk Thru Metal Detectors will be not utilized at gate entrances in an effort to physically distance fans more appropriately.
 - a. For a list of prohibited items and allowable bag sizes please go to: www.theralph.com
 - b. Masks or face coverings are MANDATORY while attending events at the REA.

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- i. NOTE: REA reserves the right to change the MASK policy based upon COVID-19 conditions along with guidance and recommendations of local and state health authorities.
- I. Upon entry, the REA Ticket Scanning staff will use a touchless/contactless approach when scanning game tickets when possible.
- J. Fans are asked to bring their own masks and face coverings.
 - a. Face coverings/ masks will be available for purchase in the Sioux Shop.
- K. Fans are asked to maintain responsible social distancing during ingress, before, during and after intermission breaks and upon egress from the venue.
- L. Elevators – Max of 2 people per elevator, markings on the floor to direct.
- M. Fans are encouraged to practice social distancing and eliminate congregating on the concourses, vomitories, suites and club lounges to reduce the possibility of virus transmissions.
- N. Hand sanitizing stations will be located throughout the venue, with several located next to all entrances/exits, for use upon entry/exit from the venue.
 - a. REA reserves the right to implement egress procedures i.e., dismissal by rows, if proper social distancing is not adhered to.

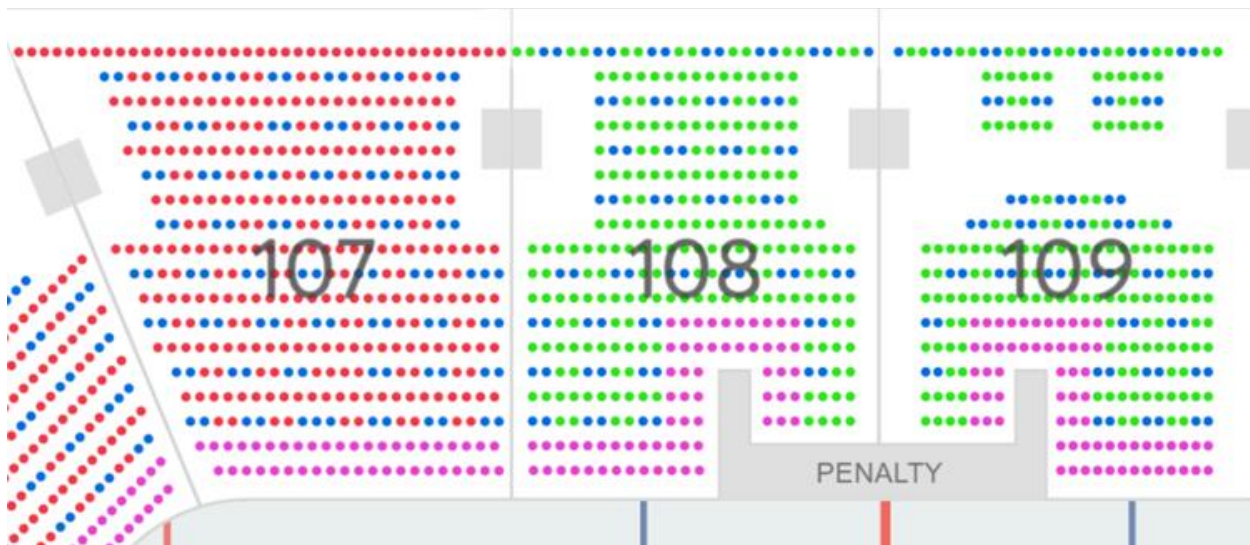
TICKET PURCHASING / SERVICING

- A. REA events will have seating manifests that reflect current social distancing requirements.
- B. Fans are encouraged to purchase ticket online at: www.ticketmaster.com in order to minimize face to face interactions.
- C. Fans wishing to be seated together should purchase tickets in one transaction and are encouraged to do so via www.ticketmaster.com.
- D. Ticket buyers will have the option to of contactless ticket distribution.
- E. Fans are encouraged to purchase their tickets in advance to avoid lines at the box office.
- F. To assist with contact tracing, ticket holders are encouraged to transfer tickets electronically. Although, physical transfer of tickets is allowable.
- G. Select ticket windows will be closed to ensure proper social distancing between customers waiting in lines.
 - a. Stanchions and/or spacing markers will promote proper social distancing between fans waiting in lines
- H. All seating for UND hockey games are RESERVED to aid in contact tracing.
 - a. All seating manifests will be marked and blocked from usage to respect social distance guidelines.
 - b. Ushers will assist guests to their seats as determined by social distancing guidelines.
 - c. REA event staff will manage gates and disinfect high-touch surfaces (i.e., railings) throughout the game.
 - d. Ticket availability: Contact REA Box Office.

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SOCIALLY DISTANT SEATING

- A. The REA will begin the 2020-21 event season with a limited seating capacity as determined by state and local guidelines and will increase capacity following the same protocols if allowed.
- B. The REA will recreate their existing facility seating ticket manifest to allow for proper distancing, thus decreasing the overall venue capacity.
- C. Rows and seats will remain vacant to maintain proper social distancing in all seating areas.
- D. Group, suite, club, green room and warm-up lounge seating areas may also operate with reduced seating capacity to help promote proper social distancing. Tables and chairs will be properly spaced to meet distancing standards.
- E. In order to adhere to social distancing guidelines, it is recommended that fans sit in their designated areas ONLY.
- F. For the safety of our guests, the REA highly recommends that you attend games with those who have been previously screened or are living within the same household.



STAFFING AND CROWD MANAGEMENT POLICIES

- A. All REA employees, prior to reopening the venue, will be trained via email, staff orientations, conference calls and/or virtual meetings regarding proper procedures for REA COVID-19 response.
 - a. Staff will receive COVID-19 safety and hygiene training prior to working at the venue.

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- b. Staff will be trained to adapt quickly and give friendly reminders and consistent communication to fans and customers regarding venue policies, especially when they are found to be in violation of safety and health precautions.
- B. Any employee that feels sick will be required to stay home and follow CDC's "What To Do If You Are Sick Guidelines".
- C. Daily screens or temperature checks for all part-time, full time, contracted third party staff members and interns prior to entering the venue.
- D. Employees that have been exposed and are self-quarantining must complete and adhere to REA COVID-19 remittance protocols.
- E. All event staff members shall be required to wear face coverings or masks, as necessitated by REA current guidelines and best practices policies.
 - a. Masks will be provided to working event staff at staff entry points for individuals that do not bring their own.
- F. Staff will be instructed to make the following changes to fan-facing interactions, without limitations:
 - i. To every extent, avoid hand shaking, high fives and physical contact with guests and other employees.
 - ii. Employees will be required to wear protective gloves and masks when handing/touching items (i.e., game tickets) to fans and should be avoided if possible.
 - 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.
 - iv. Limit time in common spaces wherever possible. Common spaces where employees are likely to congregate (e.g., break rooms, eating areas) unless distancing can be assured (e.g., distance markers etc.,) will be closed.
- G. Staff will be trained to minimize crowding where possible by using distancing measures – "Farther is Safer" - to reduce close contact among people during ingress, egress, intermission breaks, staggering arrivals, diverting departures and minimizing congregation at sanitary stations and food and beverage distribution areas.
- H. Informational and customer-centric signage and posters will be placed throughout the venue describing:
 - a. Signs and symptoms of COVID-19
 - b. Recommendations on how to help prevent the spread of the COVID-19 virus.
 - c. How to contact/recognize event staff and medical personnel
- I. REA will establish isolation areas and ensure capacity to where fans, staff and employees can be initially assessed and triaged. Areas will be staffed by health professionals who are trained in COVID-19 management and equipped with supplies to facilitate hand hygiene, respiratory etiquette and other health issues.

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- J. Ongoing training to educate staff on new, updated guidelines related to health, safety and COVID-19. Change is an on-going process and the REA is committed to continuous evaluation of our venue's operating procedures and adjust to revised guidelines if necessary.

PLAYER AND FAN RELATIONS

- A. In order to ensure all student-athletes, coaches and support staff are placed in the safest environments, the Ralph Engelstad Arena will work with the University of North Dakota Athletic Department, NCAA, NCHC and its member teams to implement the following standards:
 - a. Implementation of protocols to ensure the health and wellness of all student-athletes, coaches, officials and support staff.
 - b. Develop a communication system to ensure that all participants of competition have been instructed in how to behave prior to, during and following competition.
 - c. Implementation of aggressive plans for routine student-athlete, coaches and staff screening, testing protocols at strategic intervals.
 - d. Social distancing in student-athlete living spaces, locker rooms, training facilities, press box, press work areas, etc., will be encouraged.
 - e. (Following CDC recommendations) Develop and implement SOP's for enhanced and robust cleaning and disinfecting of student-athlete equipment, laundry, living spaces, locker rooms, training facilities, press box, press work areas, etc., High touch areas along with work-out equipment and areas will be given high priority and, when possible, disinfected between use.
 - f. Contact with UND teams and opposing team will be limited to times when physical distancing protocols can be observed.
 - g. Restrictions on press box, press work areas and ice level and locker room access will be implemented.
 - i. Access to these areas will be by request and available to essential staff only.
 - h. Student-athletes will avoid handling of shared objects and equipment.
 - i. Student-athletes will be given their own dedicated area where they can keep their personal items (e.g., towels, bottles) during practices and games.
 - j. Student-athletes, coaches and staff will be provided with Personal Protection Equipment (PPE).
 - k. ALL student-athletes and coaches media requests will be by appointment ONLY (UND Media Relations).
 - l. Student-Athletes - Fan interactions will be limited
 - i. Student-Athletes will be prohibited from giving autographs, pucks, sticks and other player gear to fans.
 - ii. Student-Athletes will be prohibited from exchanging handshakes, high fives etc. with fans, visiting players, and on-ice officials before, during, and after games.

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- m. REA Maintenance staff and game day staff will abide by all REA On-Ice protocols as it relates to COVID-19.
- n. All on-ice promotions and door give-a-ways will be prohibited.
 - i. Only essential staff will be permitted at ice level or on the ice during the 2020-21 event season
- o. On-Ice activities such as puck drops or on-ice in game recognitions will be conducted with heightened restrictions which shall include, without limitations, proper distancing, and the wearing of protective gloves and/or masks.
- p. The singing of the National Anthem and will take place from sections 104-105.
- q. Student-Athletes, coaches and staff will be required to follow the personal health and safety protocols as set forth by the University of North Dakota Athletic Department, NCAA and NCHC.

FOOD AND BEVERAGE SERVICE AND SIOUX SHOP

- A. All REA Concessions and Sioux Shop Employees will be required to wear protective masks while performing their duties.
- B. Staff will be in place specifically to disinfect surfaces before, during and after the games.
 - a. High priority will be given to:
 - i. High-touch areas e.g., counter tops, cash registers etc.
 - b. Food & Beverage service workers will be required to wash hands and change gloves frequently
- C. Training of Concessions and Sioux Shop employees will be updated continuously to ensure adherence to CDC guidelines.
- D. Menus and stand availability maybe reduced or simplified, in order to reflect crowd sizes as dictated by Local, State and National COVID-19 venue capacity guidelines.
- E. Food prep stations will be consolidated to minimize areas of contamination.
- F. Hand sanitizers will be provided to all Sioux Shop and food and beverage outlets.
- G. Pre-packaged food will be offered when possible.
- H. Condiment stations will be eliminated and replaced by pre-portioned, single serving condiment packages when possible.
- I. All eating utensils will be pre-packaged and distributed by REA concessions staff.
- J. Multi-use cups will be eliminated, requiring fans to get a clean cup after each purchase.
- K. Self-serve stations will be avoided.
 - a. Concession employees will serve all fans where possible.
- L. Sioux Shop and concession waiting/check-out lines will be developed in a way to allow for social distancing.
 - a. Limitations on the number of patrons entering the Sioux Shop will be monitored by ingress attendants.
- M. Sioux Shop consumers should avoid handling and “trying on “wearable merchandise.

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- N. Proper social distancing, hygiene, and minimizing touchpoint areas will be emphasized to fans attending the Sioux Shop and concession outlets in the venue.
- O. Fans are encouraged to purchase Sioux Shop merchandise online.
- P. Exchanging/returning of Sioux Shop purchased merchandise is allowable but discouraged.

RESTROOMS:

- A. (Following CDC recommendations) Develop and implement SOP's for enhanced and robust cleaning and disinfecting of venue restrooms and family bathrooms. High touch areas will be given high priority and, when possible, disinfected between uses.
- B. Social distancing markers will be placed six feet to accommodate distancing in restroom queues.
- C. Toilet partitions, urinals and sinks will be closed off as needed to comply with social distancing protocols.
- D. Staff will disinfect restroom surfaces before, during and after the games and methods of disinfection.
- E. Hand sanitizing stations will be available for use outside/near restrooms.

UND CHEER TEAM/ MASCOTS/BAND:

- A. The UND cheer team, mascot and band will perform during the 2020-21 UND hockey season and adhere to strict fan safety and COVID-19 standards and protocols.
 - a. Other attractions that allow for social distancing and adhere to fan safety and COVID-19 standards are being considered for use during the 2020-21 event season.

MEDICAL SERVICES/FAN SAFETY

- A. The REA is committed to protecting the health and safety of its student-athletes, coaches, administrators, staff, fans, local community and campus communities.
- B. The REA will continue to work with its community medical partners (Altru) to implement stringent COVID-19 and safety protocols based upon recommendations from local, state and federal health authorities.

POST EVENT GUIDELINES

- A. Fans are encouraged to minimize gathering in groups and minimize their time in and around the venue following the completion of the event.
- B. Fans are reminded to follow social distancing guidelines when leaving the venue.
- C. Fans are reminded to follow egress markings and signage when exiting the venue while avoiding gathering in large numbers.

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COMMUNICATION AND MESSAGING

- A. Signage will be posted throughout the Ralph Engelstad Arena reminding fans of the current local, state and federal COVID-10 protocols.
- B. Fans will be asked to follow floor marking, messages and signage placed throughout the venue.
- A. Multi-modal communication (e.g., newsletters, email blasts, website, social media, event brochures, etc.) with fans, event staff/student/athletes and media. Regarding plans that have been developed, potential issue related to COVID-19, and how they will be addressed and mitigated within the venue.
 - a. Links to the REA venue website shall include:
 - i. REA COVID-19 Readiness Plan and other relevant COVID-19 announcements
 - b. REA media & e-blasts awareness campaigns on best practices for fans and guests of the REA.
- B. REA in house messaging includes, but is not limited to, signage, video boards and PA announcements promoting proper cleanliness, distancing protocols and similar health practices for fans.

OUR PROMISE TO YOU

- A. The REA is committed to protecting the health and safety of its student-athletes, coaches, administrators, staff, fans, local community and campus communities.
- B. Work closely with county, state and federal public health authorities throughout the event planning process to obtain the most accurate information regarding COVID-19 and facilitate sharing of information between the event planners and public health authorities, ensure coordination of public health resources and make certain proper public health policies and procedures are being implemented by the Ralph Engelstad Arena.
- C. REA will follow all of the minimum Standard Health Protocols for operation adopted by the proper health authorities including:
 - a. Ensure that employees feeling ill or are extremely vulnerable to COVID-19 according to CDC (e.g., due to age, underlying conditions) will be encouraged to stay home and report their underlying conditions in advance, or report changes in status immediately.
 - b. Ensure fans will always maintain at least 6' distance apart from other parties. Including waiting in line, during ingress and egress of the venue etc.
 - c. Ensure that all event staff will have completed COVID-19 education and mitigating procedures (i.e., hand washing, social distancing, proper disinfecting procedures etc.)
 - d. Ensure that hand sanitizers will be provided in multiple targeted locations throughout the venue for all fans and employees.
 - e. Ensuring frequent cleaning schedules for high touch areas using disinfectant before, during and after the event.
 - f. Ensure communication with public health authorities.

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YOUR PROMISE TO US

- A. Fans entering the Ralph Engelstad Arena agree to follow the Minimum Standard Health Protocols adopted by the REA and proper health authorities including:
- a. Commit to wearing a mask or face covering.
 - b. Commit to always maintaining at least 6' distance apart from other parties; Including waiting in line, during ingress and egress of the venue etc.
 - c. Commit to using hand sanitizing stations.
 - d. Consume food and beverages in seat location ONLY.
 - e. Following seating manifests and practicing social distancing while attending events within the venue.
 - f. Self-monitor yourself before coming to an REA event for COVID-19 symptoms.
 - g. Abide by the protocols and expectations provided in this brochure to help mitigate the risk of transmitting COVID-19.
 - h. Abide by the REA Code of Conduct.

ASSUMPTION OF RISK

The information provided in this brochure is NOT intended or implied to be a substitute for professional medical advice, diagnosis or treatment. All content, including text, images and information are provided for general informational purposes only. The knowledge and circumstances around COVID-19 are changing constantly and, as such, the Ralph Engelstad Arena makes no representation and assumes no responsibility for the accuracy or completeness of this information. Further, you should seek advice from medical professionals and/or public health officials if you have specific questions or concerns about COVID-19 or returning to events hosted by the Ralph Engelstad Arena.