SHARKS SPORTS & ENTERTAINMENT
PHASE #1
OUR THREE PRIORITY STAGES

• **Stage #1** - Limited re-opening of Solar4America Ice at San Jose to the public for indoor use. The facility is owned by the City of San Jose and is a public, recreational facility and a community asset – June

• **Stage #2** - Limited re-opening of SAP Center for <25% of our employees – July

• **Stage #3** - Medium/large scale events at SAP Center with limited or no fans – TBD (late 2020 based on county health guidelines and ordinances)
WHY REOPENING SOLAR4AMERICA ICE CAN BE DONE SAFELY

• The facility is 180,000 sq. ft (4 rinks) Each rink is its own building which allow us to segment our customers with dedicated entrances and exits

• Each rink has 17,000 sq. ft of playing surface and 13,000 sq. ft for circulation and its own individual HVAC/filtering systems

• In phase #1, we propose to limit customers to a maximum of 50 which is 11% of capacity using social distancing (36sq ft)

• Strict protocols developed in conjunction with the NHL, USA Hockey, US Figure Skating, US Rinks and with Kaiser Permanente (team health care provider)
SOLAR4AMERICA ICE AT SAN JOSE FOOTPRINT

180,000 square feet
total building footprint

17,000 sq feet per rink

600 sq feet per participant

13,000 sq feet per rink
circulation space
Four or more entrances and exits per rink

11 building entrances and exits
NEW PROTOCOLS DEVELOPED FOR SOLAR4AMERICA ICE

• Follow all SCC directed health protocols
• Newly created position of Infectious Disease Mitigation Coordinator, overseeing end-to-end polices and compliance including social distancing, sanitizing and disinfecting, and temperature screening
• All guests and employees are screened and temperature checked by a trained EMT upon entry
• Lexan screens have been installed at every POS location in admissions, retail and food and beverage
• Social distancing markers at all queuing areas as well as hand sanitizers placed throughout the building
• To assist in any contact tracing efforts
  • All of our customers are required to pre-register for activities thru our online registration portal.
  • Employees are required to check-in and check-out via employee management tool upon arrival and departure.
We have extensive plans for each of our three phases that we would be happy to share.

We are here today to do what is best for our customers much like you are doing for the health of our community.

We hope to work collaboratively with you to enact Phase #1 of our plan.

Q&A
QUESTIONNAIRE RELATING TO THE ECONOMIC RECOVERY PHASES OF COVID-19 AND PLANS, GUIDELINES, AND NEEDS RELATIVE TO THE SAFE OPENING OF BUSINESSES AND OTHER INSTITUTIONS

Company/Organization Name: Solar4America Ice at San Jose operated by Sharks Ice, LLC
Industry/Sector: Community Recreational Ice Facility
Date: 6/03/2020

1. Are you open or partially open? NO
   a. Are you an essential business? NO
   b. Are you open under an exception such as: NO
      i. Outdoor Business?
      ii. Pickup/Delivery?
      iii. Curbside Retail?
      iv. Food Distribution?
   c. Have employees and customers cooperated with the health safety protocols? YES
   d. To your knowledge, have employees or customers become infected with COVID-19? NO

2. How many of your activities can be moved outdoors? None. Solar4America Ice (S4A) at San Jose is a 180,000 sq. ft indoor community ice facility with four NHL-sized ice rinks, retail, food and beverage locations, locker rooms, public restrooms, and general office space for facility staff. The complex also includes private offices and athlete training facilities for the San Jose Sharks of the National Hockey League and the San Jose Barracuda of the American Hockey League. S4A is owned by the City of San Jose and operated under a long-term management contract by Sharks Sports and Entertainment Each of the facility’s four ice rinks are located within their own separate building. Each building is approximately 33,000 ft which includes 17,000 sq ft of ice surface This leaves approximately 16,000 sq. ft of circulation space within each rink outside of the playing surface. Each rink has a ceiling of approximately 30 ft in high and each rink has its own HVAC/make up air system that is processed through two sets of filters.
3. For indoor activities:
   a. How can social distancing be maintained at points of ingress and egress, where people normally cluster?

   Our plan begins with a robust communication plan to our customers and employees. This plan provides an overview of what the employee and customer requirements entail from start to finish when visiting the facility. We have an extensive ingress and egress plan which allows us to properly social distance customers/employees and separate ingress from egress. We will strategically schedule our four rinks at different times to spread out participants. In addition, each rink has its own circulation space and dedicated exits.

   b. How can employees and visitors be protected from transmission of the virus (e.g., no-touch temperature checks, hand sanitizer, masks, and face shields)?

   We have a comprehensive "return to work" program for our employees, which includes COVID-19 safety and sanitation training. We have created a new position, Infectious Mitigation Coordinator, who will oversee all aspects of our COVID-19 protocols to ensure all policies such as social distancing, cleaning, disinfecting and temperature screening are being performed to the required County guidelines. Prior to entering the facility, all employees and customers will be asked five health screening questions by a certified EMT. Each employee and customer will have their temperature checked by an EMT prior to entering the building. All employees and customers will be required to wear a mask before entering the facility. We have installed lexan safety screens at every POS location in the facility, including admissions, retail and F/B locations. We have strategically placed ample hand sanitizing stations throughout the facility.

   c. How will Personal Protective Equipment (such as face covering and gloves) and hand sanitizer be provided before entry?

   Employees will be provided three washable masks prior to returning to work that will be part of their uniform requirements. Gloves will be required onsite for all employees. All customers will be required to furnish their own mask and have it on covering their mouth and nose prior to entering the facility. We will also have disposable face masks for those who forgot their mask and will have washable masks available for purchase in our retail location. Customers will not be allowed into the facility without a face
mask. We will have ample hand sanitizers in high traffic areas as well as all POS locations. As per outdoor recreational exercise protocol, masks would not be required while participants are engaged in activity on the ice.

d. Can the times of activities be staggered to reduce the amount of people gathered at any one time?

YES

e. Can customers make appointments to gain entry while inside capacity is restricted?

YES

f. How can social distancing be maintained inside your premises?

Our facility is 180,000 sq. ft so it is very large and voluminous. Each ice rink is located within its own separate building. Each building is approximately 30,000 sq. ft of which each playing surface is 17,000 sq. ft. This leaves approximately 13,000 sq. ft for circulation space outside of the playing surface. Each rink has an approximately 30-foot high ceiling and an independent HVAC system that constantly conditions and filters the air solely within that space. All queuing areas will be notated with 6 ft markers to ensure social distancing. In all seating areas, locker rooms and team benches, we have marked 6ft spaced locations to ensure social distancing. Initially, we are planning to significantly reduce the number of patrons and programming within the facility. Under proper social distancing protocols, each ice rink can accommodate approximately 470 participants. We would limit all programing to a minimum of 25 and a maximum of 50 participants per rink, which is 11% of the total capacity. Participants will be placed in PODS. Each rink will have 6 PODS on the ice. There will be 8 or less participants within each POD. To ensure proper spacing, we will schedule time between programs at 30 minutes. All participants will enter the playing surface thru one door and exit via another. All participants will be required to show up to the facility no earlier than 15 minutes prior to their program and required to leave the facility 15 minutes after their program. Each POD will have its own instructor/coach who will stay with that POD for the entire session.
4. What is your plan to acquire and distribute Personal Protective Equipment (like masks and gloves) and testing to your employees?

We have secured ample PPE supplies for our employees which includes masks, gloves, hand sanitizer, social distancing signage and POS shields. Prior to returning to work, all employees will go thru a training program regarding COVID-19 policies and procedures. All employees will be issued three masks that will be now part of their uniform. All employees will be required to self-check temperatures two hours prior to reporting to work. Once they report to work, a certified EMT will greet each employee prior to entry into the facility, ask five COVID-19 screening questions and then take their temperature. Any employee who registers a temperature of 100.4 or higher will be denied admittance.

5. How can you adapt to accommodate different size gatherings that may be allowed by the Public Health officer? (Smaller gatherings are likely to be allowed before very large ones.)

Our facility is unique. The facility is very flexible and can accommodate various sized events due to the enormity of the space we have inside. Each ice rink is its own specific building, so it allows us to separate customers into four quadrants. Each rink and circulation space are approximately 30,000 sq. ft and have their own entrance and exit and air filtration system. We are program-based (recreational camps) and each program lasts 1.25 hours in duration. Each program will be separated by a 30-minute pause (we have to resurface the ice with a Zamboni). During normal operations, we would schedule 15-minute separations between programming. Under the new guidelines, we will extend those separations to ensure proper distancing.

6. To meet the need for possible contact tracing, how would you maintain lists of employees and visitors with their contact information for contact tracing? (It is understood that lists of attendees would only be provided in the event of an infection that needed to be traced, and then only to public health personnel trained in medical confidentiality.)

Our employees are scheduled through our employee management tool (ABI), which tracks employee check-in and check-out details and includes their contact information. Furthermore, all of our customers are required to pre-register for activities thru our online registration portal. Each customer is required to check in upon arrival and is logged into our CRM system, so we are aware of who is in our buildings at all times. All customer data, such as contact information, is stored in
our CRM. We have researched various enhanced contact tracing tools on the market and are prepared to implement a tool for our employees prior to reopening. Once program participants are checked in, they will be separated into PODS with a specific coach. These PODS will stay together and will NOT co-mingle with other PODS. One (1) coach will be designated to a POD and stay with that POD for the entirety of the session. We offer a number of youth day camps for the YMCA, City of San Jose and our own programing at our facility. We would like to opportunity to be able to offer these again this summer as families are looking to put their children in safe, fun recreational programs that are indoors and out of the sun.

7. In order to assist safe and productive re-opening, what are your needs relative to:
   a. Regulation? Allow recreational ice facilities to re-open at a reduced capacity following local health regulations.
   b. Licensure? NA
   c. Childcare? We offer a selection of youth day camps where parents can drop off their child for recreation.
   d. Housing? NA
   e. Digital Inclusion? NA
   f. Commute-Free Working? NA

8. If you have been opened or partially opened, what challenges have you experienced?
Not currently open

9. If you have been opened or partially opened, how has the community’s adherence and response to the COVID health safety protocols been?
Not currently open
SHARKS ICE/SOLAR4AMERICA PROPERTIES
REOPENING PLAN
Phase #1

LIMITED CAPACITY
50 SKATERS PER RINK

Last Updated
May 27TH 2020
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Objective:

Sharks Sports and Entertainment and Sharks Ice LLC is prepared to host 50 guests per rink of on-ice activity while continuing to maintain guidelines and regulations provided by federal, state, and local governments. This can be achieved by keeping customer and employee health and safety the number one priority of our company while guests are in our facilities.

The NHL size ice rinks provide 17,000sq.ft. of space, with an on-ice capacity of 472 individual skaters per sheet of ice. In the plan outlined below, our goal of 50 skaters on the ice at any one time would equate to 11% of the total capacity. In addition, the space around each rink is an additional 13,000 sq. ft. for guests to comfortably and safely maintain distance protocols while preparing to enter and exit the rink.

Initial Reopening Programming would include instructional skating camps, figure skating freestyle sessions, hockey camps, public sessions, open stick time and individual coaching sessions. These programs offer the access to on ice sports for the largest number of people while allowing for enough space to keep distance between skaters. While our initial opening programming will be limited, we hope to grow our available programming while maintaining the highest standards of health and safety in the near future.

Statement from Jon Gustafson, Senior Vice President, SAP Center & Sharks Ice LLC

At Sharks Sports and Entertainment (SSE), the purpose of our recreational ice facilities has been to promote the physical and mental wellbeing of our guests, creating a community through a shared love of ice sports. Now more than ever, our ability to safely provide that service has driven all of us to change the way we do business. With enhancements in public facing and back of house protocols, we are confident we can meet the challenges of today and provide a safe, positive guest experience.

Our Sharks Ice locations were ahead of the requirements provided by the county in closing our facilities. Noticing the growing concerns this virus was causing, on March 11th, we made the difficult decision to cancel the upcoming weekend of class lessons while we evaluated our ability to space out programming. The following day, March 12th, we made the decision to completely close down our facilities through the weekend for a full disinfecting program of every surface in every location of our facilities. We have yet to reopen. That following Monday, March 16th, Santa Clara County and five other Bay Area counties made the move to close down non-essential businesses and issue the first Shelter-in Place order. It is with this awareness that I submit we would not be making the recommendation to reopen if we were not 100% confident in our ability to keep both our guests and employees safe.

Through the generosity of our owner, we continued paying our 1800+ part time staff through the middle of April. In addition, we worked with a local non-profit to set up a donation funded grant program to provide further financial assistance to our entire part time staff. It is time, however, for us to put those employees to work again. We want to do our part to provide our community with resources for exercise, recreation, and childcare in a safe space, doing what they love best.
Below is our plan to safely open our facility to a limited number of guests that will allow us to ease into this new normal. Guided by the county’s belief in the scientific response to this pandemic, we believe this plan is a great step in allowing us to bring our community back together, while maintaining social distances, on the ice.

**INFECTIOUS MITIGATION COORDINATOR:**

SSE will appoint a member of their management team with the appropriate medical and risk management knowledge as the “Infectious Mitigation Coordinator” for the event, venue, or business. The roles and responsibilities include:

- Coordinate, communicate, and assist with implementation of public health guidelines.
- Work closely with all departments, including EMT, Hockey, Skating, Retail, Food and Beverage, and Building Operations, to update and maintain event health plans.
- Ensure that safety plans are modified for compatibility with new health plans and communicated.
- Create and implement employee training that applies current information about hazards and infection control measures, including social distancing, handwashing, temperature checking, and disinfecting high-touch surfaces.
- Help determine if an employee, athlete or guest may safely enter the facility space when there is a health concern.

**GUEST EXPERIENCE**

The following steps will be taken to ensure a guest may enter the facility:

- **Single entrance and exit at all Sharks Ice rink properties.** Allowing for entry and exit with the least amount of congestion so guests can maintain the 6-foot physical distancing requirement.
- **Guests will check in prior to entry into the facility.** All guests will be required to pass through a check in where they will be checked for an internal temperature of 100.4 degrees or more and asked to verify, if they have current symptoms of COVID-19 by emergency medical technicians on staff during hours of operation.
- **Guests 13 years of age or younger must be accompanied by an adult at check in.** Each guest must answer a set of COVID 19 related questions. If the adult is unwilling to answer these questions for the child, neither will be permitted to enter.
- **Guest Facial Covering Requirements:** Facial coverings will be required to be worn by all guests entering our facilities. If a guest is not wearing a facial covering, we will deny entry prior to them going through the screening process.
- **Guest Facial Coverings During Athletic Activity:** Facial coverings are recommended will during athletic activity. However, once exiting the ice, facial coverings are immediately required.
- **Each minor skater will be limited to one additional guest (parent, guardian, chaperone) within the facility.** Each rink includes approximately 30,000 sq. Ft. of space (17,000sq.ft. for ice, 13,000 sq. Ft. for circulation and seating). There is ample space within the circulation and seating area to meet social distancing requirements.
- **Guests must always maintain 6ft social distancing.** Guest will stand on markers placed on the ground to help maintain 6-foot physical distancing requirements.
• **Guests will be asked to adhere to strict arrival and departure times.** Guests required to arrive no more than 15 minutes prior to their on-ice program and exit the building no more than 15 minutes after conclusion of their on-ice program.

**GUEST AMMENITIES**

- **Elevators:** Two guest maximum unless otherwise assistance is needed to provide care or chaperone a child in the elevator.
- **Food and Beverage Services.** Will be available when the County Health Department allows in-seat dining. All guidance provided by local and state government will be adhered to including social distancing and proper use of utensils and menus.
- **Lobby:** Lobby will be spaced as to adhere to social distancing requirements. All equipment must be stowed under the bench in use or kept with the parent or additional guest with the skater.
- **Lost and Found Items:** Lost and Found items will not be kept under current phase of reopen. This will be readdressed when larger scale activities are permitted.
- **Sanitization Stations:** Sharks Ice will provide hand sanitizer stations throughout the facility. Many are touchless and custodial staff will be responsible for maintaining their proper fill.
- **Vending Machines and Games:** Will be removed and not permitted.
- **Locker Rooms:** Utilization of locker rooms will be very limited. Most if not all guests will be required to come to the facility dressed and ready to participate in their on-ice activities. Initial Locker Room usage would include a maximum capacity posted at the entrance to each room. Once capacity is reached, guests will be asked to finish getting ready at one of the available changing locations throughout our facilities. All showers within the locker rooms will be off limits.

**PRACTICES FOR A HEALTHY ENVIRONMENT:**

- **Social Distancing.** Public health guidance stresses that whenever possible everyone should leave at least six feet (about two meters) to the person closest to them. Where a task cannot be accomplished working alone, team members can limit their exposure by forming a “work team” in which people routinely work together, but they keep their distance from everyone else.
- **Hand Washing.** Frequent hand washing with soap is vital to help combat the spread of any virus. When a sink is available, team members should wash their hands for twenty seconds at least every 60 minutes, and dry thoroughly with a disposable towel or dryer. As a backup, team members will use sanitizer containing at least 60% ethanol or 70% isopropanol when a sink is not available. Team members will be directed to wash their hands at the beginning and end of each shift and break, after using the restroom, sneezing, touching their face, blowing their nose, cleaning, sweeping, mopping, smoking, eating, or drinking.
- **Touching your Face.** Team members should avoid touching their eyes, nose, and mouth. Radio microphones, headphones, and other equipment used to perform a job/task should not be shared and are to be sanitized before and after each use.
- **Cough and Sneeze Etiquette.** Team members should cover their cough or sneeze with a tissue, or an elbow or shoulder if no tissue is available, followed by thorough handwashing.
- **Employee Uniforms:**
  - **Gloves.** Gloves are not a substitute for regular hand washing. Gloves made of vinyl or similar non-absorbent material that allows fine motor function without possibility of contaminating the
wearers hands will be worn when conducting health checks on workers or patrons, when handling food, tickets, or any items on which infection can be transmitted, and when using cleaning or disinfecting products. In conjunction with the plans developed by the Infection Mitigation Coordinator, team members will be trained on the proper use of gloves, including frequency of disposal and hand-washing based on the team member’s specific duties, to avoid spreading the virus in high-touch areas.

- **Face Coverings.** Physical respiratory protection such as cloth face coverings will be worn whenever team members are in the building.
  - Face covering requirements are task-specific and include instruction on proper use.
  - Team members will be supplied three, washable face masks to ensure appearance and uniform standards are met, in addition to a consistent level of protection.
  - Team members doing temperature screening will be issued N-95 or equivalent face coverings.
  - Wash your hands before putting on a face covering
  - Put the same side against your face each time to avoid wearing the “contaminated” side against your nose and mouth.
  - Remove your face covering using the straps to avoid touching the part that protects your face.
  - Wash cloth face covering’s face after each use and wear other masks only according to the manufacturer’s specifications.
  - **Masks may not be removed onsite** unless during a team member break only in the instance they are consuming food or beverage.
  - **Signage.** To ensure maximum comprehension and compliance, signage will be posted throughout the venue which will include these reminders.
  - **Uniform Garments:** All uniform pieces for team members will be washable by the team member.

- **Temperature Screening.** The designated entry point will be monitored by team members trained and approved under the Infectious Mitigation Coordinator’s supervision. These team members will conduct temperature screening using ‘no-touch’ thermometers approved by the Infection Mitigation Coordinator. Anyone displaying a temperature over 100.4°F (38.0°C) will be taken to a secluded area for a secondary temperature screening. Team members and guests confirmed to have an elevated temperature will be denied entry and directed to proper medical care. Safety plans will indicate a refund policy and protocols for helping those guests that are denied entry.

- **Team Members Breaks:** Team Member break locations will be expanded to include alternative break spaces on the exterior of the building to minimize the number of team members taking their break in the same area. Management will stagger employee breaks to alleviate congestion in break areas.
  - As noted above, only under the circumstances of consuming food or beverage will team members be permitted to remove their facial coverings in public once inside the building.

- **Contact Tracing.** We can monitor employee and customer activity through our software platforms. All employee and customer check ins are done electronically so we know who is in the building at one time. Furthermore, we will be documenting each programs groups (PODs) to further assist tracing if necessary. We have researched various enhanced contact tracing tools on the market and are prepared to implement a tool for our employees prior to opening.
TEAM MEMBER REQUIREMENTS

Team member (employee) safety is the cornerstone of this plan in a COVID-19 world. Sharks Ice properties will follow the protective measures set forth by Santa Clara County and Alameda County Health Departments & Sharks Sports & Entertainment for team member check-in, social distancing, hand washing, gloves, face coverings, and temperature screenings.

Shift Beginning

- Team members will enter through single entrance identified as employee entrance. Team members will queue six feet apart while waiting outside until there is sufficient social space to enter the facility.
  - We will have an EMT stationed at each Ice Center location from 8am-6pm. Each employee will have their temperature checked for eligibility to start their shift (100.4 degrees or lower). If an employee must report to an Ice Center outside those hours, each individual will be asked to complete and sign a self-certification (self-temperature check 2 hours prior to report to work) form with the same questions; forms will be destroyed daily.
  - Complete 4 questions Covid-19 verbal Health Questionnaire prior to entering facility.
- EMT Check-in personnel will check team member temperatures using infra-red temperature detection equipment. After the temperature check, a verbal health survey will be issued to the team member.
- Team members will clock-in for work at ABI Mastermind terminals using touchless readers that activate using the team members employee ID card. These terminals will be positioned a minimum of 10’ apart from each other to promote social distancing amongst team members.
- As set forth in this document, SSE has instituted various housekeeping, social distancing, and other best practices for adherence to Santa Clara County Health Guidelines. All team members must follow these protocols.
  - In addition, all team members are expected to report to their managers or supervisor if they experience signs or symptoms of COVID-19, as described below. If an employee has a specific question about this plan or COVID-19, they will be directed to contact their manager or supervisor. If the manager or supervisor cannot answer a question, they will be directed to contact the Human Resources Director/General Manager for SSE, Aramark.
- On-the-Job Protective Measures:
  - Employees should self-check their temperature with their own thermometer before reporting to any of SSE facilities for their shift. If any symptoms such as a higher-than-normal-temperature (100.4°F/ 38.0°C), cough or shortness of breath is experienced, the individual should stay home.
  - EMTs will facilitate a verbal screening and an on-site temperature screening. EMTs will clean and sanitize medical equipment used. Alcohol-based sanitizer will be readily available at or next to the temperature screening stations.
- Step One: Administer verbal screening
  - EMT will ask the person requesting entry into facility the below questions. If a team member answers “Yes” to any of these questions, or refuses to answer, the team member will not be allowed entry into the building and will be asked to leave the premises.
    - EMT will notify the team member’s supervisor or contractors contact that entry has been denied which will then be reported to HR.
“Please answer YES or NO to these questions given the circumstance of entry or reentry into the facility, i.e. - Since your last day of work, or since your last visit to this facility, or within the last 48 hours, have you had any of the following:"

- Currently have a fever of 100.4°F (38.0°C) or higher, or a sense of having a fever? Chills? Diarrhea? Loss of taste or smell?
- A new cough or persistent cough that you cannot attribute to another health condition?
- New shortness of breath that you cannot attribute to another health condition?
- A new sore throat that you cannot attribute to another health condition.
- New muscle aches (myalgias) that you cannot attribute to another health condition, or that may have been caused by a specific activity (such as physical exercise)?
- Have you had close contact with a person who has confirmed a positive test for COVID-19?
- Have you had close contact with a person showing symptoms of COVID-19 including any of those symptoms listed above?

**Step Two: Administer temperature screening**

- EMT will utilize an infra-red temperature reader to administer the temperature screening.
- If the thermometer reading indicates the employee has a temperature less than 100.4°F (38.0°C), the team member will be permitted to report to work and enter the building.
- If the thermometer reading indicates that an employee has a temperature of 100.4°F (38.0°C) or higher, the employee will be denied entry to the facility. The EMT will ask the employee the name of their supervisor. The EMT will contact the supervisor on duty at the ice facilities. The Supervisor will notify the team members’ listed department contact.
  - If the team member requests a secondary screening on the belief that their body temperate is high due to heat or extraneous activities, the EMT will request the employee to self-isolate away from the facility for a time period of at least 15 minutes to cool down and then return for an additional screening.
  - If the secondary screening indicates a temperature under 100.4°F (38.0°C), the employee will be permitted to enter the facility.

At the outset of this process, it is anticipated that ice facilities EMTs will administer temperature screenings with an infra-red temperature reader. As a process is refined and thermal readers are deployed, additional team members are to be trained and this role will be expanded to include Building Staff.

**Responding to Confirmed Cases Of COVID-19.** If a team member or contractor is confirmed to be infected with COVID-19, their manager should immediately notify the Infection Mitigation Coordinator, who should do the following.

- Notify Human Resources.
- Determine what areas of the venue were visited, used, or implicated by the infected team member (the “Impacted Areas”).
• Assess whether the worker’s role put them within six feet (two meters) of other team members or patrons, including whether their duties create specific transmission risks such as food handling, bartending, or ticket checking.

• Notify the Impacted Team Members that they may have had contact with an infected worker and encourage them to monitor their health and report any concerns to their healthcare provider.

• Any team member who tests positive for COVID-19 will remain in home isolation for not less than 14 days after symptoms begin.

• Impacted Team members who have been in close contact with a person who tests positive, but who are not presently symptomatic or suffering a fever greater than 100.4°F (38.0°C), should not come to work for 14 days after their last close contact, and quarantine themselves. During quarantine, they will self-monitor for symptoms of COVID-19.

• **Returning to Work.** Team members and contractors with symptoms of acute respiratory illness associated with COVID-19 may return to work after (a) home isolation for 14 days since their first symptoms or positive test, and (b) medical authorization.

**During a Team Member’s Shift**
- Team Member is required to wear facial covering for the duration of their shift while inside the facility.
- Facial covering must be employer provided mask.
- Team Member will follow the 6-foot physical distancing requirement
- Team Member will have company provided gloves with them at all times. Gloves will be required only in the following situations:
  - Cleaning or sanitizing any surface
  - When handling any item that is the property of a guest including skates, bags, credit cards for payment etc. (Note: handling of these items is restricted to only when necessary)
  - When interacting with any surface or item that can be shared with a member of the public or co-worker.
- Team Members responsible for maintaining all PPE equipment in good working order and stored appropriately. Any problems should be immediately reported to supervisor so equipment can be handled in the correct manner.
- Team Members will follow CDC guidelines for handwashing.

**Shift completion**
- Team Member will exit the building following their shift and limit all other employee interactions in doing so.
- Team Member will keep their issued masks with them and in proper working condition.
- Team Member will continue to maintain proper social distancing and health guidance standards.
TEAM MEMBER TRAINING AND COMMUNICATION

Training for all employees, coaches, and front-line team members on building protocols for Covid-19, prior to first shift followed by a pre-shift briefing with priorities for the day.

Communications – All employees required to stay current on communications from management regarding the rapidly changing environment of Covid-19. Management will thoroughly and timely communicate with staff to ensure their education and understanding of the process, practices and impacts as they evolve. All team members will be provided with an abbreviated version of this plan that will be reviewed with them prior to their first shift. In addition, training shifts (both virtual and on site) will be scheduled prior to the team members first shift.

DECISION TREE: ONSITE EMPLOYEE WITH POSSIBLE COVID-19 SYMPTOM

CUSTOMER COMMUNICATION AND SIGNAGE

Prior to opening, Sharks Ice LLC will send multiple communications to our database outlining all new policies and procedures implemented in Phase #1. The communication will provide an overview of what the “customer’s journey” looks like from entering the parking lot to exiting after the program. It will also provide all CDC recommendations regarding COVID-19.

The following signs will be conspicuously posted to the public
  o Face Covering Required for Team members and Guests
  o Identifying Covid-19 symptoms
Proper Hand washing techniques
Guidelines if you “feel sick”
Social/Physical Distancing Guidelines
New policies and procedures for cleanliness
Rink entrance and Exit Signs
  - See Appendix A for signage samples
• Locker room physical distancing signage and bench stall markings.
• Facility entry and circulation per the mass gathering guidelines
  - Address based on parameters released by local government

CLEANING AND SANITATION- BUILDING OPERATIONS
• Spray disinfectant of common area tables and benches hourly and at closing
  o Additional Hand Sanitizer dispensers added in strategic locations throughout all facilities.
  o Located at main building entry and exits, building lobby, outside of locker rooms, restrooms, and inside scorekeeper boxes when they are used. You will have spray disinfectant or hand sanitizer at these locations. If hand sanitizer, include also near each point of sale.
• Plastic shields in place at each Point of Sale
  o Move all purchases to online where applicable
  o Cashier and Point of Sale team members will wear gloves at all times and sanitize credit card machines and touch points following each purchase, should a point of sale transaction take place. Most places of business have hand sanitizer near the credit card reader, so you would not need to sanitize after every single transaction.
• Shared equipment sanitation.
  • Shared equipment includes the following items -
    o Phase 1: Shared skate assistant (bucket, skating aids) will not be permitted.
    o Phase 2: Skating assistant sanitation will take place as follows:
      ▪ Remove skate assistant used to a designated section. (Zam Room or Outdoors)
      ▪ Skate Assistant sprayed with Sanitization cleaner, allow activation time and rinse as needed.
      ▪ Skate assistant returned to allow for drying
      ▪ Skate Assistant not used within 24 hours of previous use.
    o Lost and Found Equipment and clothing
      ▪ Do not keep any lost and found items. Immediately dispose of items during housekeeping of areas post-events.
• Sanitize High Touch Areas
  o Including dasher boards, door handles, and water bottle shelves during every ice cut after all hockey events (every 1.5 hours), as well as horizontal surfaces and door handles in scorekeepers’ box after both hockey and freestyle events.
  o Line up and disinfect returned skates after every use and after every sharpening.
    ▪ Use single pair of skates daily whenever possible. Skates to be removed from circulation after use until sanitized then returned to the shelf for use the following day.
• Sanitizing of black divider pads/tires/cones and on ice coaching tools.
  o Shared practice aides will not be permitted during restrictions on shared equipment
• **Sharks Ice Gym**
  o Phase 1: Gym will remain closed during initial opening. Gym facilities will reopen to no more than 10 or more guests with social distancing in place when gyms are permitted to reopen in our counties.

**RESTROOM AND LOCKER ROOM CLEANLINESS PROCEDURES**

• **Locker Room Cleanliness**
  ▪ Social distancing markers will be placed on locker room benches
  ▪ Sanitization of locker room and attached restrooms after each use (every 1.5 hours) will be conducted
  ▪ Wipe down and sanitization of all door handles and restroom equipment (sinks, toilet, and shower if showers are permitted) after use.

  o **Public Restroom Cleanliness**
    ▪ Public restroom touch points sanitized once per hour
    ▪ Paper products and garbage attended to hourly
    ▪ Hand dryers will be disconnected. The utilization of touchless paper towel dispensers will be implemented.
    ▪ Utilization of touch free soap dispenser at available locations
    ▪ Utilization of touch free faucets at available locations
    ▪ Utilization of touch free paper towel dispenser
  
  o Drinking fountains will be disabled and taken offline
  o Water bottle fill stations will be available to our patrons. These units will be sanitized on an hourly basis.

**FIRST AID AND SAFETY RESPONSE**

The following are enhancements to our first aid and response procedures based on operating in a Covid-19 environment. All PPE items should be organized, inventoried, and procured in a manner that never is depleted to a level which effects excellent service to our team members or guests. All equipment, tools, or cleaning materials should be used and maintained properly to be most effective.

  o Essential Items with accessibility:
    ▪ Face shields or other eye protection
    ▪ Masks
    ▪ Gloves
    ▪ Hand Sanitizer
    ▪ Sanitization Solution
    ▪ Disinfectant Solution
    ▪ Note any Covid-19 related illness or injury on accident forms.

**ON ICE RULES AND GUIDELINES: ACTIVITY SPECIFIC**

Public Session – min 25 and max of 50

• Adherence to all previously established On-Ice Rules
Designated entrance and exits from the ice surface
- All on-ice coaches must wear facial covering and remain 6-feet of physical distance from skaters
- Shared skating assistant sanitization protocols implemented (specified in previous section)
- Directional announcements and maps provided for public sessions.
- Physical Distancing Monitor on the ice during open skate sessions
  ▪ Establish session attendance numbers by program which accomplish social distancing protocols.
  ▪ Provide warning to skaters involved in not adhering to social distancing rules.
  ▪ Removal from the ice after warning
  ▪ Strictly enforce no entrance to/use of player bench areas during public sessions, freestyles and other non-hockey events.
  ▪ Strictly enforce no entrance to scorekeepers’ box other than during freestyle and hockey event

Freestyle Skating Session – 24 max participants
- Adherence to all previously established Freestyle Rules
  ▪ Designated entrance and exits from the ice
  ▪ Use of jump harness will not permitted in Phase 1
  ▪ Coaches
    ▪ Must always wear masks
    ▪ Must maintain physical distance from all skaters
    ▪ Must stay in designated section of the ice (Either on or off ice dependent on capacity measures implemented
    ▪ Coaches cannot teach from the Music Area
      • Personal Music systems is recommended
      • Explore Blue Tooth Technology to play skater music.
  ▪ Skaters – 24 Per Freestyle (figure skater only) 1-hour sessions.
    ▪ Must arrive ready to skate- No Skate Bags Permitted
  ▪ Use of Ice monitor to play music and implement above rules

Hockey and Skating Camps and Clinics -min 25 and max of 50 participants
- Each coach will take their group (POD) onto the ice and move towards their designated space; alternatively, Lead/Supervisor Coach may line up all participants along boards (using social distance markers) and manually separate participants into groups (PODs) no larger than 10 participants
  ▪ Coaches need to be cognizant of talking within close proximity of players’ faces
  ▪ Coaches are required to stay with their PODs as they move through stations.
  ▪ Coaches should be prepared to require that a player exhibiting signs and/or symptoms of illness will need to leave practice (similar to concussion protocol).
  ▪ Coaches should focus each ice session to be individually skill based
  ▪ Coaches should avoid using benches
  ▪ Practices should be designed to utilize station-based practice format; players/coaches should spread out to maintain social distancing
  ▪ Minimize “chalk-talk" on the ice where players can congregate
Maximize use of non-contact drills
- When leaving ice, coaches should excuse players one-by-one giving appropriate time for each player to get off the ice
- Coaches need to plan to leave appropriate amount of time at end of ice session to complete dismissal process
- Coaches should encourage participants to minimize their time in or around the facility to 15 minutes
- Remind players and parents to follow physical distancing guidelines when leaving the facility
  - Coaches will adhere to strict social distancing rules including use on ‘on board’ spacing markers when players are lined up receiving instruction in addition to the enforcement of following rules.
    - No sharing of equipment
    - No sharing of water bottles
    - Eliminate use of dividers and on-ice objects.
  - Recommended use of ice markers/water-based spray paint on ice (provided by hockey department).
  - Lead Coach provides pucks and training tools

Off Ice Procedure

- Players are dropped off at facility fully dressed and proceed to the screening entrance
  - Optional: Skates on w/guards
- Players are placed in staging area (designated POD location) to meet their coach
- Players enter ice from dedicated “Entry Door”
- Players exit ice from dedicated “Exit Door”
- Players return to their assigned staging area to take skates off (if necessary)
- Limit touch points in facility
- No stickhandling/playing in staging area
- Maintain social distancing guidelines as set forth by Government (eventually USA Hockey)
- Players should disinfect helmets, sticks, and skates after each session
- Players should wash clothes (jerseys, pant shells, socks, and gloves) with high temperature after each training session

FOOD AND BEVERAGE POLICIES AND PROCEDURES

Point of Sale Operations
- For Cash/Credit Handling there will be a bottle of hand sanitizer near each point of sale, so the guest can clean their hands after each transaction.
- Presto – table mounted customer ordering system
  - Utilize existing touchless system with PRESTO for payments
  - Screen protectors for PRESTO screen
    - Remove used screen in front of guests before they can use or immediately after payment is received.
- Contactless dining kit
  - QR table tents to link customer to menu and place order
Server tablets that sync with PRESTO and MICROS POS to minimize server contact with POS (multiple users on one POS)

Table Management
To limit contact for the guests and team members when ordering, the following will be implemented in Stanley’s Sports Bar.

- Menus
  - Disposable or digital menus will be provided to the guests.
  - Digital menu will be displayed on TV’s inside Stanley’s.
  - PRESTO QR codes on tables for customers to access menu

- Food Delivery
  - All food leaving the kitchen will be delivered by personnel wearing gloves and face mask
  - All buffet presentations will be discontinued until further notice.

- Table Settings and Condiments
  - All table settings (caddy, salt, pepper, ketchup, mustard, menu) will be removed from the table. Staff will provide items to guests upon request. All items will be wiped down, sanitized as soon as it is removed from the table and prior to being provided to another guest.
  - Condiments can be provided in single-serving packets.

- Post Meal Process
  - All items removed from the table and taken directly to the kitchen area to be cleaned (plate ware, silverware, glassware, etc.) at no point should item coming from the dining room come into contact with clean plate ware in the kitchen.
  - All condiments are to be removed from the table, wiped down/sanitized and placed with the clean condiments for next use.
  - Tables are wiped down, cleaned and sanitized in between tables being occupied by a new individual or group.
  - Chairs are wiped down, cleaned and sanitized prior to opening and at close.

- Take Out Meals
  - Enhanced to go procedures
    - To go containers sealed
    - Will be assembled and placed in sealed containers and closed with a sticker to create a visible seal. Take-Out meals will include Pre-packaged plasticware including napkins

Food Service Cleaning and Disinfectant Procedures

- Pre-Open
  - Gloves are always used when staff is working. Gloves are changed often with hand washing in between use.
  - Stations, equipment and cutting boards are sanitized prior to use

- During Business Hours
  - Gloves are always used when staff is working. Gloves are changed often with hand washing in between use.
  - Cleaning and sanitization to occur every 15-20 minutes during shift
  - Separation of dirty and clean dishes within the restaurant.
    - Dirty dishes coming into the restaurant are placed at the dish station and/or in the first compartment sink of the dish station
  - Servers and Expo at the pass station will use gloves when handling dishes coming out from the kitchen and ready to be served to the customer.
• Closing Procedures
  o All surfaces are to be cleaned and sanitized at the end of shift/closing
    ▪ All equipment pulled away from the wall to allow cleaning under and behind equipment.
    ▪ Include sweep and mop of all floor surfaces with floor designated floor cleaner
    ▪ Prep station cutting boards are cleaned at the dish station and sanitized prior to being set aside to dry
    ▪ Front facing drawers and doors of prep stations, including handles are cleaned and sanitized.

SHARKS PRO SHOP POLICIES AND PROCEDURES

• Retail locations will open based on the county retail guidelines. These locations will open when the Ice Centers open under this Phase 1 proposal.
• Utilize as a launching point for SJ Team Shop, focus team members on packaging and shipping coordination. Blast to the public on 5/27 or 5/29.
• Phone orders service gradually occur after re-opening for guests to purchase using curb-side pick-up.
• Following 1 person, per 300 sq. ft of retail space rule this will provide six people at a time working in the Pro Shop.

Additionally, below are policies and procedures in response to Social Distancing protocols which will be implemented before and while being open for business. All the items below will be presented to employees prior to their first shifts and during a pre-shift briefing by a supervisor or manager.

• Store Entry and Exiting – High Touch area management
  o Doors on store closed
  o Door handles and push areas of the doors sanitized every 30 minutes
  o Cash wrap, skate sharpeners, counters, door handles, workstations and all hard services sanitized every half hour and at beginning and end of the day

• Point of Sale Operations
  o Clear plexiglass barrier put in front of check out station
  o Two Pen Cups one for sanitized and one for used. Used pens sanitized hourly or when needed.
  o Customers slide own card
  o Staff changes gloves after handling cash

• Skate Sharpening
  o Customers put skates to be sharpened on counter.
  o Staff sharpens one pair at a time.
  o Staff handles each pair of skates with a new set of gloves.
  o When done staff places skates on the rack in front of the Blade Master
  o Sparx Machines and Blade Master sanitized hourly.

• Skate Fitting
  o Team members will wear masks and face shields when fitting guests with skates.
  o Team Members will fit only one customer at a time.
  o Team Members will change gloves between each guest.
  o Team member will tie all skates to remove any cross contamination.
  o Team member will sanitize the skate bench after each guest
• Merchandise and Equipment Handling
  o The Prop Shop will prominently post that all sales are final until further notice
  o Hand Sanitation Stations will be placed within the pro shops and signs stating "Please sanitize your hands before handling the merchandise"

• Store Disinfecting
  o Cash wrap, skate sharpeners, counters, door handles, workstations and all hard services sanitized every half hour and at beginning and end of the day

SSE OUTSIDE VENDOR POLICY
Vendors requiring access to SSE facilities to perform work must go through a detailed screening process every time they enter the building. At an Ice Center you’re the SSE contact will provide instruction where to enter the facility. Vendors will observe specific start times designed to minimize congregation of people entering the facility.

Briefly, the screening process includes:
• An EMT or designated SSE personnel will be on site 8AM-6PM to take temperatures and ask a list of seven screening questions
  o We strongly prefer vendors to arrive during these hours. However, if a vendor must go to an Ice Center outside those hours, everyone will be asked to complete and sign a self-certification form with the same questions; forms will be destroyed daily.
• Assuming all information is satisfactory, the vendor will be allowed onsite.
• If the health screener determines there are potential issues with the vendor’s answer to any of the questions, or has a temperature over 100.4°F, SSE personnel will follow our protocol for handling potential COVID-19 cases.

This screening process is outlined in greater depth towards the end of this document.

Vendors who will be working onsite at any facility must follow specific guidelines:
• All vendors will be required to wear face coverings (masks) when in common areas or when walking around the office. Masks may be removed if one is alone in a room/office, or when eating, and may never be removed when they are within six feet of anyone else.
• Social distancing guidelines will be strictly observed by everyone, and signage will be placed around the offices to remind everyone.
• Hand sanitizer will be available in a variety of locations in all facilities. Hygiene guidelines will be posted, and all vendors are required to observe those guidelines.

On-the-Job Protective Measures
• EMTs or other SSE personnel will ask screening questions and conduct on-site temperature screening prior to allowing entry into the building. Medical equipment will regularly be cleaned and sanitized. Alcohol-based sanitizer will be readily available at or adjacent to the temperature screening stations. Temperature screening stations will be positioned outside each facility’s check-in area.
• Administer screening questions
EMT or other SSE personnel performing the screening will ask the vendor the below questions. If a vendor answers Yes to any of the below questions, or refuses to answer, the vendor will not be permitted entry into the building and will be asked to leave the premises.

COVID-19 screening questions to be asked to all individuals seeking entry:

“Please answer YES or NO to these questions. Since your last visit to this facility, or within the last 48 hours, have you had any of the following:”

- A fever of 100.4°F or higher, or a sense of having a fever? Chills? Diarrhea? Loss of taste or smell?
- A new or persistent cough that you cannot attribute to another health condition?
- New shortness of breath that you cannot attribute to another health condition?
- A new sore throat that you cannot attribute to another health condition
- New muscle aches (myalgias) that you cannot attribute to another health condition, or that may have been caused by a specific activity (such as physical exercise)?
- Have you had close contact with a person who has confirmed a positive test for COVID-19?
- Have you had close contact with a person exhibiting symptoms of COVID-19 including any of those symptoms listed above?

Administer temperature screening

- A touchless infrared thermometer will be used to administer the temperature screening.
- If the thermometer reading indicates the vendor has a temperature less than 100.4°F degrees, the vendor will be permitted to enter the building.
- If the thermometer reading indicates that a vendor has a temperature of 100.4°F degrees or higher, the vendor will be denied entry to the facility; vendor may request a secondary screening (see below). The EMT will ask the vendor the name of their SSE contact.
  - Ice Centers - the health screener will contact their SSE contact by radio
    - If the vendor requests a secondary screening on the basis that they believe their body temperature is high due to outdoor heat or strenuous activities, the health screener will request the vendor to self-isolate away from the other people for a time period of at least 10 minutes to cool down and then return for an additional screening.
      - If the secondary screening indicates a temperature under 100.4°F degrees, the vendor will be permitted to enter the facility.

Vendors are expected to supply their own PPE equipment including a face mask and gloves

- Masks may be removed only when a vendor is alone in an enclosed area, or during a vendor’s break only in the instance they are consuming food or beverage or if they are off premises and not within six feet of any other person.

Other requirements:

- Only designated restrooms may be used; signage will help enforce distancing between people in the restrooms.
- Work safely, keep others safe
The health of Player and Club personnel is the League’s top priority, as it relates to adoption of preventative measures to help protect against contraction of COVID-19, as well as procedures regarding detection of infection and transmission of COVID-19. It is also important that Players have an appropriate opportunity for proper conditioning prior to any resumption of game play. The NHL has worked closely with the NHLPA and the Players on the Resumption of Play Committee in establishing the framework for this phased approach, and has also developed this approach with the input of NHL medical, epidemiology and infectious disease experts as well as Club medical personnel. This Protocol, while very comprehensive, cannot mitigate all risk. A range of clinical scenarios exist, from very mild to fatal outcome. COVID-19 generally affects older age groups and those with previously existing medical conditions, more so than younger, and otherwise healthy, individuals, and we recognize that Players and personnel have family and household members who may fall into these vulnerable categories. The NHL has provided their Phase #2 guidelines and the San Jose Sharks plan will be completed in late June for July implementation.
Appendix A: Customer Facing Signage

1. **Help Stop the Spread of Germs**
   - Maintain a set of physical distance around others
   - Avoid touching your face, eyes, nose, and mouth
   - When in public, wear a cloth face covering over your nose and mouth
   - Cover your cough or sneeze with a tissue, then throw the tissue in the trash
   - Wash your hands often with soap and water for at least 20 seconds
   - Clean and disinfect frequently touched objects and surfaces
   - Stay home if you are sick and call your healthcare provider for further recommendations

2. **Know the Virus**
   - Watch for symptoms
   - People with COVID-19 have had a range of symptoms reported, ranging from mild symptoms to severe illness. Those symptoms may appear 2–14 days after exposure to the virus.
   - Symptomatic people may also experience
   - Fever
   - Cough
   - Shortness of breath
   - Muscle pain
   - Headache
   - Chills
   - Runny nose
   - Congestion or stuffy nose

3. **Attention All Employees and Guests**
   - For your safety, face masks are required inside the building

4. **Wash Your Hands**
   - Scrub
   - Get soap
   - Wet
   - Scrub
   - Rinse
   - Dry
   - Clean!
   - Wash your hands
   - Before eating
   - After using the bathroom
   - After handling animals
   - After handling garbage
   - After room entry
   - After touching surfaces
   - Before and after healthcare
   - Before and after using a shared object
   - After touching the face

5. **Remember Social Distancing**
   - Please stay home when you are sick

6. **Feeling Sick?**
   - If you feel unwell or have the following symptoms, please leave the building and contact your health care provider:
   - Fever
   - Cough
   - Shortness of breath