



COVID 19 - Facility Protocols and Best Practices

EFFECTIVE 11.25.20

At Polar Ice, our primary concern is the health and safety of our customers, staff, and all of their families. As we continue to operate our businesses, we are taking measures to protect everyone who enters the facility. Please see the below protocols and best practices to facilitate social distancing and ensure the facilities remain clean and safe:

1. Our facilities adhere to all CDC, North Carolina State, and Wake County Health Department guidelines and mandates;
2. Dedicated staff continuously disinfects locker rooms, player benches, rest rooms, and common areas with new **Electrostatic Foggers containing virus-killing Disinfectant Solution**;
Cleaning solution - <https://www.cintas.com/facilityservices/cleaning-chemical/neutral-disinfectant-cleaner/>
3. Additional hand sanitizer stations have been placed throughout the facility and are continuously refilled;
4. Facility square footage has been analyzed to allow for social distancing for participants;
5. Participants may be accompanied by one parent/guardian to the rink check in area; Zero Spectators are currently allowed into the facility;
6. All employees are subject to health checks prior to starting work each day; Camp participants will also be subject to health checks dependent on NCDHHS regulations;
7. All employees are to wear facemasks (as mandated) and will be required to wash or sanitize their hands regularly throughout their shifts;
8. **As of 11.25.20, all customers ages 5 and older are required to wear a mask/face covering pursuant to State of NC mandate. The face mask/covering is required at all times when in the facility no matter if on or off the ice.**
9. Customers will enter through the front doors and exit through ancillary side and rear emergency doors to facilitate proper traffic patterns;
10. Increased ventilation and dehumidification settings in the facility are utilized to maximize fresh air flow;
11. Facility capacity reduced significantly to comply with NCDHHS regulations;
12. Staff and Customers are required to stay home if exhibiting a fever, cold and/or flu-like symptoms.
Temporal thermometer scans will be utilized for select programs and are available at Guest Services.

As COVID 19 is a fluid situation and guidelines may change, these protocols and best practices are subject to change by Polar Ice at any time at the sole discretion of management to maximize customer and employee safety/satisfaction. We thank you for adhering to these guidelines and look forward to seeing you soon!