

## **ARENA – Frequently Asked Questions**

*Arena 2, and West Fraser Centre*

Please remember to keep physically spaced while off the ice. There will be tape on the ice area glass, for kids to keep distance while on the ice.

### **FAQ:**

**Q** - How will I know where to go?

**A** - Signage, floor markings and barriers are installed to guide you in and out of the facility as well as throughout each of our rentable spaces.

**Q** - Are spectators (parents, siblings, etc.) allowed to watch?

**A** - Entrance is limited to participants, instructors, coaches, and the designated ambassador to ensure each arena's capacity does not exceed the limit directed by the Provincial Health Officer.

**Q** - Are dressing rooms available?

**A** - Yes, only 2 dressing rooms per session, with a max capacity of 15 in the West Fraser Centre and 10 in Arena #2. Your local sport organization will provide direction on if and how dressing rooms will be utilized. For example Minor Hockey is asking participants to come dressed in full gear. There will be seating inside to put on skates, take off skate guards, and fasten helmets etc.

**Q** - What areas of the arena is considered Field of Play?

**A** - The Field of Play is now considered the arena playing surface, players' benches and penalty boxes. In all other areas of the arena (hallways, change rooms, equipment areas etc) players and coaches are to remain 6 ft apart maintaining physical distancing protocols.

**Q** - Are my belongings secure in the seating area?

**A** - Personal belongings are at your discretion and City of Quesnel is not liable for missing, lost, or stolen items.

We cannot guarantee all areas of our building will be totally secure. We encourage participants to bring minimal personal property as well as assign the group's ambassador (if applicable) to walk through the area.

**Q** - Can I bring food and drink in to the building?

**A** - Only a water bottle can be brought in to the building. Please note that the water filling station at the WFC is available, but all other fountains will be closed

**Q** - Are the public washrooms available?

**A** - The lower lobby washrooms are available and for the participants, instructors, coaches and the group's ambassador (if applicable) change room washrooms are open. The occupancy limit is posted on the door's to ensure 2 metre spacing.

**Q** - Are meeting rooms available?

**A** - Not at this time, but possibly within the coming weeks. You can book through Lori at 250-992-7125 or email at [lsmetaniuk@quesnel.ca](mailto:lsmetaniuk@quesnel.ca)  
All rentals will require a safety plan.

**Q** - Is the concession open?

**A** - The concession is currently closed however we do have vending machines in each arena.

**Q** - My child needs help tying skates –can I assist?

**A** - One parent is allowed to enter the facility to assist with tying skates, fastening helmets, etc. At this time only one parent (no siblings) are able to be in the rink to limit people in the building.

**Q** - Can I drop my child off from the vehicle at the entrance or do I need to use the parking lot?

**A** - Please park in the parking lot and walk with your child to the entrance (or have your child walk him/herself). This will create a safe area for all participants.

**Q** - My child is young and may need my assistance to re-tie skates, adjust gear, or go to the bathroom. Can I stay to help?

**A** - Due to having to keep our maximum limit in each arena, parents should work with their group's ambassador (if applicable) to ensure their child gets assistance.

**Q** - I am running late – will I be locked out?

**A** - The outside doors will be locked at the start of the scheduled ice time. If you are late, please contact your group/group's ambassador for access.

**Q** - Do I have to wear a face mask in the facility?

**A** - Masks are mandatory in all City facilities

**Q** - What do I do if I have a concern while at the Arenas?

**A** - Please speak to your group ambassador/coach/instructor regarding your concern first. If they cannot resolve your issue, please email the arena booking clerk for assistance at [lsmetaniuk@quesnel.ca](mailto:lsmetaniuk@quesnel.ca)

**Q** - What do I do if I start to feel sick while at the facility?

**A** - Notify your group ambassador/coach/instructor who will separate you from the group until you are able to go home in the specified isolation room. Call the Northern Health COVID-19 information line: 1-844-645-7811 for advice. Your group will be required to immediately notify our staff for extra specific sanitization and to possibly implement our COVID protocols.

**Q** - What do I do if I am sick and have been at the arenas?

**A** - Stay at home. Call the Northern Health COVID-19 information line: 1-844-645-7811 for advice. Follow your group's Return to Play Safety Plan directions. You or your group are required to notify our staff. Please call 250-992-7125.