

COVID-19 – Reopening Training Session

**Welcome Back Returning Team Members
&
Welcome On Board New Members**

Don Waddell, President, Carolina Hurricanes and PNC Arena

- Welcome Back!
- Challenges during the past year.
- Opening our new practice facility (WCC)
- Return of Hockey and NC State
- Our commitment to ensure fans and staff safety.
- Cashless (to minimize touching money)
- New Coverer POS Systems will allow for touchless transactions.
- Parking fees included in ticket will reduce the need for parking staff to interact with parkers.

DAVE OLSEN, Executive VP & GM

Summary of Agenda

- **NHL COVID-19 Staff Required Training Requirement**
- **Followed by PNC Arena Requirements**
 - **Staff Protocols**
 - **Check-in Protocols**
 - **PNCArenaStaffCheckin.com**
 - **Employee Breakroom**
 - **Employee Safety Requirements and Guidelines**
 - **Equipment Cleaning and Care**
 - **Security Screening Protocols**
 - **Human Resources**
 - **Employee Parking**
 - **Employee Responsibility Health and Safety Agreement**
 - **NHL COVID-19 Training Form**



***COVID-19
PROTOCOL***

Facility Personnel

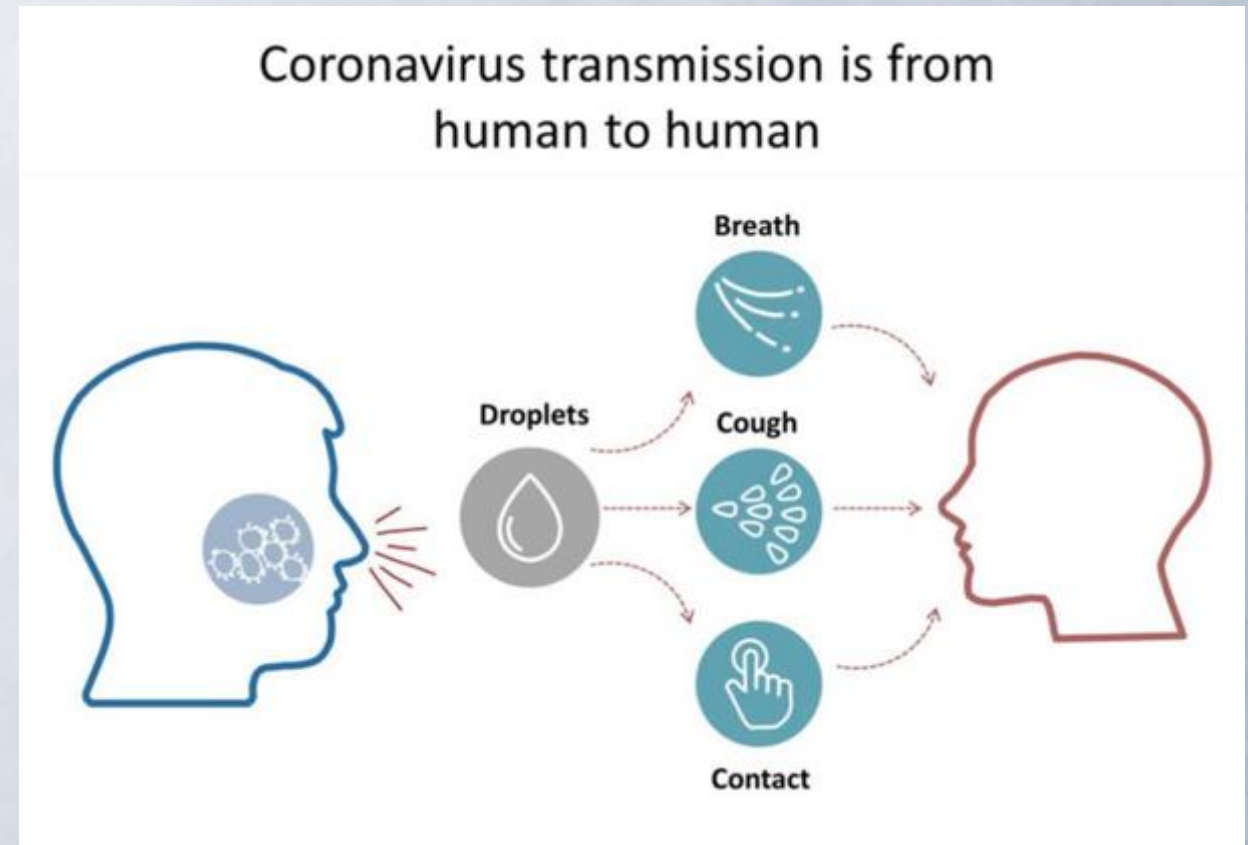
Key Goals

- The goal of the 2020-2021 NHL Season COVID-19 Protocol (and related Protocols) is to safely allow for Players and Club personnel:
 - to return to Club facilities for training
 - to participate in Training Camp, and
 - to play Games
- It is a comprehensive Protocol – but it cannot mitigate all risk
- Lots of detailed content in this presentation, but we will leave time for Q&A



How does COVID-19 spread?

- Person-to-person spread
 - Between people who are in close contact with one another (within about 6 feet)
 - Through respiratory droplets produced when an infected person coughs or sneezes
- Contact spread: touching a surface or object that has the virus on it and then touching your mouth, nose, or eyes
 - Probably not the main way the virus spreads
- **May be most contagious 1-2 days before symptom start**



Facility Compliance Officers

- Facility Compliance Officers are responsible for compliance:
 - At both game and practice facilities
 - For ensuring and establishing compliance with relevant requirements
 - Submit weekly certification form
 - Provide Protocol education to all arena personnel and contractors



Restricted Areas – Player Areas

- locker rooms, team benches, penalty benches, on-ice,
- training rooms, rehabilitation areas, exam/procedure rooms,
- weight rooms, hydrotherapy rooms, equipment rooms,
- coaches rooms, strength and conditioning areas,
- laundry rooms, dressing rooms,
- areas of ingress and egress into the Club Facilities (including to and from the parking area),
- General Managers' work spaces and seating areas,
- On-Ice Official rooms, Off-Ice Officials' work spaces and seating areas,
- and the corridors and paths of travel connecting each of the foregoing



Participant Groups - Examples

- Group 1 – Restricted Areas
 - Players, Coaches, training staff, medical, On-Ice Officials
- Group 2 – Access to Restricted Areas
 - A – CLUB
 - GM, hockey ops, Club PR, transportation, limited security, PESP and COVID-19 test collectors, locker room attendants, designated NHLPA Staff
 - B – LEAGUE
 - Off-ice officials, essential League personnel
 - C – ARENA
 - Facility Compliance Officer, ice maintenance, other staff
- Group 3 – Non- Restricted Areas (or Restricted Areas in off-times)
 - Various arena and Club staff
- Group 4 – Non- Restricted Areas only (no access to Restricted Areas)
 - Various arena staff, including F&B, retail, guest services, ushers, security staff, cleaning staff, etc.
- Group 5 – Public Areas only



Participant Groups

- Group 3 individuals:
 - Prohibition on accessing Restricted Areas when Groups 1 and 2A are present
 - Must avoid contact with Group 1 and Group 2 individuals
 - Must always maintain physical distancing and wear face coverings
- Group 4 individuals:
 - Prohibition on accessing Restricted Areas at all times
 - Must avoid contact with Group 1 and Group 2 individuals
 - Must always maintain physical distancing and wear face coverings
- Group 5 individuals
 - Members of the public
- Individuals shall not move between groups
- Testing Group 3 or 4 individuals does NOT give them Restricted Area access



Credentials

- Must be worn at all times around the neck when at the Club facilities (limited exception: Players need not wear credentials during games, practices or while in the locker room)
 - Groups 1-4 require a credential to enter the facility
 - Credential format will be standardized (group numbers and access areas)
 - Can only access Restricted Areas if credential allows for it
 - Personnel will be assigned to enforce access restrictions



Signage

- Will be posted throughout the facility denoting access zones, restricted areas, and group permissions
- Will reflect physical distancing, face covering, and hygiene reminders, including warning language
- Signage must be in Restricted **and** Non-Restricted Areas
- Sample signage on the following slides





COVID-19 WARNING

In connection with the 2020-21 NHL season, we have taken enhanced health and safety measures intended to mitigate the risk of exposure to COVID-19. Despite the protocols and requirements that we have put in place, no precautions can eliminate the risk of exposure to COVID-19.

Traveling to and from, visiting, and/or providing services in and around the arena may lead to a risk of exposure to COVID-19.

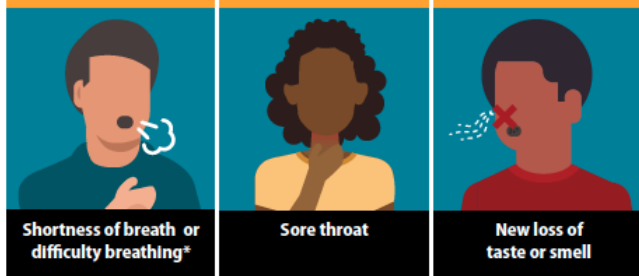
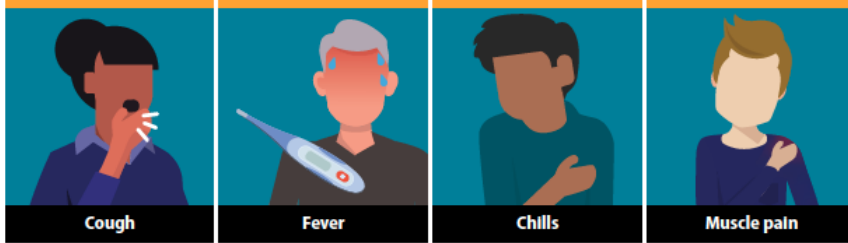
COVID-19 is highly contagious and there is an inherent risk of exposure to COVID-19 in any place where people are present. COVID-19 can lead to severe illness and death. While people of all ages and health conditions have been adversely affected by COVID-19, certain people have been identified by public health authorities as having greater risk based on age and underlying medical conditions. Exposure to COVID-19 can result in being subject to quarantine requirements.

Please do your part by complying with our health and safety rules and let's keep each other safe and healthy.



Symptoms of Coronavirus (COVID-19)

Know the symptoms of COVID-19, which can include the following:



Symptoms can range from mild to severe illness, and appear 2-14 days after you are exposed to the virus that causes COVID-19.

*Seek medical care immediately if someone has emergency warning signs of COVID-19.

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion
- Inability to wake or stay awake
- Bluish lips or face

This list is not all possible symptoms. Please call your medical provider for any other symptoms that are severe or concerning to you.



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cdc.gov/coronavirus

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How to Protect Yourself and Others

Know how it spreads



- There is currently no vaccine to prevent coronavirus disease 2019 (COVID-19).
- **The best way to prevent illness is to avoid being exposed to this virus.**
- The virus is thought to spread mainly from person-to-person.
 - » Between people who are in close contact with one another (within about 6 feet).
 - » Through respiratory droplets produced when an infected person coughs, sneezes or talks.
 - » These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.
 - » Some recent studies have suggested that COVID-19 may be spread by people who are not showing symptoms.

Everyone should

Clean your hands often



- **Wash your hands** often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, **use a hand sanitizer that contains at least 60% alcohol**. Cover all surfaces of your hands and rub them together until they feel dry.
- **Avoid touching your eyes, nose, and mouth** with unwashed hands.

Avoid close contact



- **Stay home if you are sick.**
- **Avoid close contact** with people who are sick.
- **Put distance between yourself and other people.**
 - » Remember that some people without symptoms may be able to spread virus.
 - » This is especially important for **people who are at higher risk of getting very sick**. www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-at-higher-risk.html



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Stop the Spread of Germs

Help prevent the spread of respiratory diseases like COVID-19.



Stay at least 6 feet
(about 2 arms' length)
from other people.



Cover your cough or sneeze with a
tissue, then throw the tissue in the
trash and wash your hands.



When in public, wear a
cloth face covering over
your nose and mouth.



Do not touch your
eyes, nose, and mouth.



Clean and disinfect
frequently touched
objects and surfaces.



Stay home when you are sick,
except to get medical care.



Wash your hands often with soap
and water for at least 20 seconds.



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DO choose masks that



Have two or more layers of
washable, breathable fabric



Completely cover your
nose and mouth



Fit snugly against the
sides of your face and
don't have gaps



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cdc.gov/coronavirus



Access Restrictions

- Access to Restricted and Non-Restricted Areas - strictly enforced
 - No individual shall be admitted access to a Restricted Area without the approval of Security personnel
 - Security shall remain present at all times that any individuals are in, or require access to, such Restricted Areas



Cleaning and Disinfecting

- Cleaning & Disinfecting

- Specific guidelines with respect to **Team Spaces** (see Cleaning and Disinfecting Requirements) and **Front of House (FOH) Areas** (see Guest Experience Protocol)
- Educate building and cleaning staff on these Protocol requirements
- Team Spaces:
 - If Group 3 individuals access Restricted Areas, must C&D prior to access by Group 1/2A
 - Contact list for Clubs of Facility Operations Personnel
- FOH
 - Clarify which person/ group is responsible for C&D each front of house area
 - Sanitation Ambassadors – monitoring and compliance
 - No entry permitted until FOH C&D is complete; security personnel to ensure compliance
- FCO shall ensure hand sanitizer stations and areas with disinfectant wipes are:
 - In all necessary places throughout the facilities; and
 - Are refilled on an as needed basis



Circulation Paths

Set up, and enforce compliance with, separate areas for circulation of Groups in the facilities, including proper walking paths/distancing for

- Ingress/egress
- Security screenings;
- And medical/health screenings



Health Screenings

- Health screenings
 - Facility (FCO) shall set up processes to screen everyone who enters the facility to work or attend games
 - All facility staff should be aware of health screening rules for entry and rules for isolation of individuals
 - Anyone who has a symptom associated with COVID-19, exposure to COVID-19 or who has COVID-19 shall not be permitted entrance to the Club facility
 - Secondary screening/isolation areas/exit pathways



Shared Facilities

- Facilities that Clubs share with either the public and/or other organizations must:
 - Enforce group separation:
 - Group 1 and 2 individuals shall not occupy the same areas of Club Facilities at the same time as members of the public and/or any other organizations (youth teams, college teams, etc.).
 - Employ NHL's Cleaning & Disinfecting Requirements



Officers – Clubs will also have:

- **Club Compliance Officer**

- Monitor and enforce the Club's compliance
- Both on the road and at home (individual will be required to accompany the Club during Club travel)
- Can be filled by a current full-time position
- Including but not limited to an Athletic Trainer or Team Services personnel.
- Weekly certification form due

- **Club Contact Tracing Officer**

- Manage the Club's contact tracing process in response to positive tests.
- May have a team of additional contact tracers in place
- Must obtain certification from a contact tracing course



What if we have fans?

- All personnel must read, be familiar with, and follow all rules and restrictions in the **Guest Experience Protocol**



You play a key role!

Preventive Measures Strongly Recommended

- Stay at home
- Wear face coverings
- Avoid social interactions
- Avoid restaurants, bars, clubs
- Not engaging in dining, even if in a home, with others that are not in your household
- Avoid large gatherings and crowded situations
- No public transport
- No valet parking – including at Club Facilities
- Rely on delivery services for groceries, meals
- Frequently wash hands, use sanitizer and wipes



What if I have had COVID-19?

- The full Protocol still applies
- All preventive measures are the same
- No “immunity passport”
 - Unknown immunity
 - Different strains
- Only difference is 90 day “testing holiday”
- The same is true if vaccinated



Social Distancing

- Maintain **physical distance** from other individuals at all times possible while in, and outside of, the Club facility
- **Do not socialize** with one another in close contact while at (or outside of) the Club's facility
- **No in-person meetings (meet virtually) to the greatest extent possible**
 - **When in-person meetings are necessary, strict physical distancing is required**
- Arenas may create staffing pods for containment purposes



Face Coverings

- Everyone who is at the Club facility is **required to wear face covering at all times** (everyone over the age of 2)
 - Limited exception while actively eating/drinking
- Medical grade masks or 3-layer cloth coverings (or at least two cloth layers with a filter)
- Completely cover mouth and nose
- Gaiters, bandanas and masks with valves are **not permitted**
- Use of a face shield does not eliminate the requirement to wear a face covering underneath
- Establish escalation process to address non-compliance



Symptomatic Individuals

- What should I do if I experience any symptoms?
 - Stay home (or go home) – **do not come to the Club facility**
 - **Immediately self-isolate**
 - Remember, many people have no symptoms with COVID-19.
 - Separate yourself from other people and animals in your home
- Contact your medical provider and your employer
- You may return to work when medically cleared by your physician



What else can you do to be careful?

Until the vaccine is readily available (and even afterwards), **prevention is key:**

- Wash your hands often with soap and water for at least 20 seconds (sing “Happy Birthday” twice)
 - If soap and water are not available, use an alcohol-based hand sanitizer
 - Avoid handshakes, high fives or fist bumps.
- Wash or sanitize your hands before eating or touching possibly contaminated surfaces (such as high-touch areas)
- Avoid touching your eyes, nose, and mouth
- Avoid contact with sick people
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash



What can you do if you have concerns that COVID-19 rules are not being followed?

- Concerns regarding compliance shall be reported to:
 - the Club's Facility Compliance Officer



Questions or Concerns

- If you have any questions or concerns, please contact the Facility Compliance Officer
- Helpful resources:
 - <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
 - <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html>





***COVID-19
PROTOCOL***

Questions?

Dave Olsen, Exec. Vice President & GM
Larry Perkins, Vice President and AGM
Joey Doster, Director Safety and Security

- **Staff Protocols**
- **Check-in Protocols**
- **PNCArenaStaffCheckin.com**
- **Employee Breakroom**
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- **NHL COVID-19 Training Form**

Guest Interactions

www.CanesCheckIn.com

www.PNCArenaCheckIn.com

www.PNCArenaStaffCheckin.com

www.TellPNCArena.com

3W's - Wait 6 feet apart, **Wear** Masks and **Wash** hands

PNC Arena will follow local masking mandates and CDC guidelines

- All persons entering PNC Arena are required to wear a **two-ply cloth mask** or face covering that covers both the mouth and nose. Masks must be worn correctly at all times.
- Masks are not required for **children under 24 months** of age.
- Gaiters, bandanas, and masks with valves or vents are **not permitted**.
- The use of a face shield must be accompanied by a mask beneath the **shield**.
- Masks may **Only** be removed to actively consume food and beverage while in the guest's ticketed seating area.



Masks Requirements and Enforcement Biggest Challenge

- Eating and drinking is **only** permissible while seated in the seating bowl.
- No long conversations while eating.
- Eating and drinking is “not an excuse” to not wear a mask.
- No eating or drinking in any other spaces while in the venue.
- Health Enforcement Staff with signs, up and down aisles
- Health Safety Cleaning Staff
- Warnings and Ejections
 - Inform supervisor / team leader on any issues.
 - Notify Security to handle any problem guests.
- Do not lean into guests to communicate with them (stand back, use a little above your inside voice).

Crowds, Bags, Cashless, Digital tickets

Crowd Flow

- Once inside PNC Arena, we have created One Way Traffic Flow, always walk on your right side. The inner or out walls are on your right side.

No Bags

- **NO Bags** policy. Small clutches, and diaper bags that are necessary, must go through an X-ray machine located at the Southwest (Slow South) doors, near VIP.
- We are not offering a bag check.
 - All guests are encouraged to take bags bad to their car.
- NC State remains **Clear Bag**.
- Other events will be determined by the promoters in conjunction with us.

Cashless

- Entire organization, including parking, merchandise (The Eye), foundation, etc.

Mobile/Digital tickets

- Mobile Ticketing and our Caniac Accts.
 - <https://www.nhl.com/hurricanes/tickets/mobile-ticketing>
- SafeTix info
 - <https://www.ticketmaster.com/safetix>

1) GET THE NHL APP
(Set your favorite team as your fav team!)

2) LOGIN WITH YOUR
EMAIL ADDRESS

3) VIEW YOUR
SCAN INTO



Mobile Entry

Always have your tickets ready in advance via the NHL APP or [Hurricanes.com/Account](https://www.hurricanes.com/Account) on your web browser.



WANT TO SAVE TIME?

ADD TO YOUR PASSBOOK





MANAGING YOUR TICKETS:



**Open the App
& scroll to
'Manage My Tickets'**



**Login with the
email address linked
to your account**
(Click 'Forgot Password'
if you can't remember.)



Select your game



**Choose
'View Barcode'**



**Scan the barcode
and enjoy the game**

**LIVE
CHAT**

<https://www.ticketmaster.com/safetix>

Your Phone Is Your Ticket



Step 1

Download our App from the App Store or Google Play.



Step 2

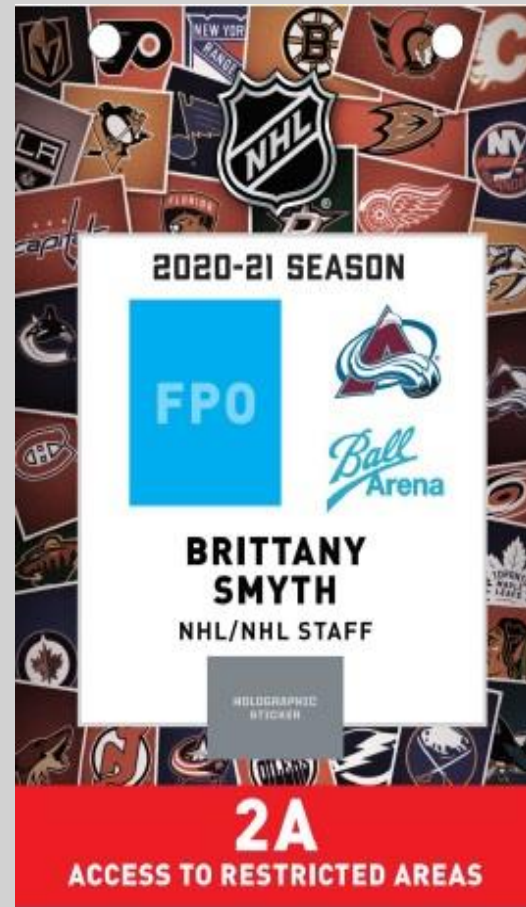
Sign in to your Ticketmaster account, then tap on My Events to locate your order.



Step 3

Tap your order to view your tickets. At entry, show your phone to get scanned, and you're in!

Credentials - Groups 1 and 2A



All Access – All Areas for group 1 and 2A. Visiting Team Credentials are permitted for visiting opponent.

Credentials - Groups 2B and 2C



Group 2B and 2C have access to restricted areas **ALWAYS** but must limited close contact with Group **1 and 2A**.

Credentials - Group 3



Group 3 has **LIMITED ACCESS** to restricted areas **ONLY** when Group **1 & 2A** members are **NOT** present except in an emergency or in the performance of their job duties.

Credentials - Group 4



Group 4 is **NEVER PERMITTED** in restricted areas / arena level.

PNC Arena credentials must have a **Green Group 4**  **Sticker.**

Credentials - Group 5



Group 5 included persons who are only permitted in public areas of the arena. These persons are fans, who are ticketed and player's family and guests.



Players families and guests will have the family Group 5 "Cricket". Seat location sticker will be applied to the cricket and entry via east Champions Club door. All seating is in the Champions Club.

SMILE “Test Negative and Stay positive”.

- Social Distancing, Queue lines and entry
- Stay Right (Turn to you right down and up)
- Restrooms (six feet apart)
 - Right side entrance and left exit
 - Sinks will be every other one.
 - Men’s urinals, every other one.
 - All stalls can be used since they have dividers.
 - Food and Beverage
 - No Outside F&B allowed
- No going down for Warmups or near glass at anytime
- No going down to retrieve pucks
- No Pass out / reentry and no smoking areas offered



We are a party of 6 people &

**YOUR CUSTOMERS WOULD LIKE TO
TELL YOU SOMETHING**

Are you ready to listen?

Submit Anonymously?

I would like a reply via:



Jonathan

Submit Feedback

~Guests and Staff~

Empower your customers so that they can help you help them, and get back in the driver's seat.



We are sitting in section 221 row 9 seat 13. The guy behind me spilled a Coke and it's all over the floor and my chair. Can someone come clean it up?

 Attach photo/video

Submit Anonymously?

I would like a reply via:



Text



Call



Email

Jonathan

(214) 555-0450



Social Distancing / Stay Right



Social Distancing / Stay Six Feet Apart!



Parking Protocols

- Parking Fees and procedures
- Fans – (West) 6000 & 5000, (East) 1000, VIP
- Lots open 1 hour before faceoff.
- Employee Lot C...Shuttles will have limited capacities.
- No Tow Service
- We will monitor, but not setup for ridesharing.
- No Tailgating
- No Soliciting
- No Reselling of tickets
- No Loitering

Elevators and Escalators

○ Elevators

- Operators will be stationed inside elevators, with Handwipes.
- Up to 2 guests are allowed on the elevators together, unless in the same party, which the maximum limit is 4.
- Up to 2 guests are allowed on the On Ice Officials elevator
- 400 / 500 levels are working personnel only

○ Escalators:

- Cleaning will be on hand to clean the rubber rails.
- Space guests out 6 feet apart.

New UltiPro Payroll System

- The basics of logging in to UltiPro are as follows:
- **Website:** <https://ew46.ultipro.com/Login.aspx>
- **User Name:** First name + Last Name + '@' + HHR (Master Company Code)
- ex: johnsmith@HHR
- **Default Password:** birthday (MMDDYYYY format)
01012020

Human Resources - REQUIRED

- **Employee Responsibility Health and Safety Agreement**
 - Must sign Acknowledgement Form

- **NHL COVID-19 and PNC Arena Training Form**
 - Must sign NHL COVID-19 Safety Training

Go to:

<https://www.PNCArena.com/EventStaff>

Questions and Other Required Training



- Please contact your department with any questions that you might have. Further, if you have not worked, you may be required to receive other training with some being on the job!

Thank you!

Thank you for completing these requirements and Welcome back to our returning staff and welcome on board to new team members.