

COVID-19 READINESS PLAN

A GUIDE TO OPERATING FRASER FIELD

**NORTH SHORE
NAVIGATORS**



GENERAL STATEMENT



The North Shore Navigators, in an effort to proactively invest and keep our community safe when attending functions, events, and games at the club's home ballpark, have created and outlined steps and initiatives to prepare and mitigate the coronavirus threat to staff, players, fans, and guests.

The club will continue to follow the guidance of national, state, and local agencies, as well as the directives of the Futures Collegiate Baseball League, to evolve the below policies and to determine when hosting events of various scopes is feasible at Fraser Field. The input of local and regional medical and health partners will also play a significant role in informing the following policies and best practices.

PAYMENT METHODS

To limit the use and passing of currency, and on a best efforts basis to limit direct contact between employees and guests, the team will work toward operating cashless facilities, including in the areas of food / beverage, ticketing, and merchandise.

SOCIALLY DISTANT SEATING

- ➔ The club is considering altering its existing facility seating manifest to allow for proper distancing, thus decreasing the overall ballpark capacity to parameters set forth in public health guidelines. It is contemplated that, at least initially, the ballpark will open at 25% of its capacity.
- ➔ The team will keep close track of bodies in seats to insure no more than 25% of the ballpark's capacity is inhabited during this phase of the reopening.
- ➔ Rows and seats will be skipped as necessary to maintain proper distancing between parties and stay under the 25% capacity guideline.
- ➔ Group and hospitality areas will operate with reduced capacity to promote proper distancing. It is contemplated that, at this time, the picnic area and party deck, along with any buffet-style group seating areas will not operate.
- ➔ If reassignment is necessary to execute the reduced capacity, season ticket holders' seats will be reassigned first, followed by placement of existing group purchasers. Remaining tickets for each game will then be available for single-game purchasers.

CLEANING PRACTICES

- Increased regularity of washdowns and cleanings.
- Club will put in use the addition of disinfectant-spraying backpacks for no-wipe cleaning of ballpark surfaces.
- Addition of public- and employee-facing hand-sanitizing stations around the ballpark.
- Club is considering the addition of ionizers and / or disinfectant foggers in enclosed ballpark areas.
- All cleaning crew staff will be provided sufficient PPE by the club at all times.

CLUBHOUSE POLICIES

- The club will not open clubhouse for the time being.
- Pre-packaged meals will be provided to players and coaches.
- Club will eliminate the use of commonly “spit” items including seeds, gum, and peanuts.
- Working with healthcare professionals to implement regularly scheduled testing protocol in accordance with governmental, healthcare, and league guidelines.

STAFFING POLICIES

- ➔ All part-time, full-time, and contracted third-party staff members will be asked to self-check temperature before entering the ballpark.
- ➔ Upon arrival for work, all employees will be directed to the “Employee Gate,” where a “Sign In Log” will record their arrival time and temperature on a daily basis.
- ➔ Any employee displaying a temperature of 100.4° or above will not be permitted to enter the ballpark.
- ➔ Ballpark logs will be readily available for inspection by the Department of Health upon request.
- ➔ All fan-facing staff members will be required to wear gloves and masks, as necessitated by current best practices policies.
- ➔ Staff will be instructed to make the following changes to fan-facing interactions:
 - Remove handshaking and physical contact with guests and other employees
 - Gloves will be required for distribution of any items to fans or other employees
 - Hand-washing prior to the start of each shift and at time of change of gloves will be required
- ➔ New training will be instituted to educate staff on new guidelines and procedures.

ENTRY / EXIT BALLPARK

- ➔ All patrons will be subject to bilingual social distancing signage, announcements and awareness campaigns upon entering ballpark.
- ➔ Club will look to work with ballpark security and local law enforcement to encourage proper distancing upon entry to the ballpark, including walkways and sidewalks leading to ballpark entrances.
- ➔ Stanchions and / or spacing markers may be used to promote proper distancing between customers waiting on lines and in areas of anticipated foot traffic.
- ➔ Additional gates (when applicable) will be utilized to create more spread amongst customers entering the ballpark.
- ➔ New security protocols to eliminate current bag searches (no bag policy), which place security employees within 6 feet of customers.

TICKET PURCHASE / SERVICING

- ➔ Look to limit tickets printed, with a goal of no tickets printed and handed to a customer on-site during season. Goal is for box office personnel to assist customer and email ticket to customers for print-at-home option.
- ➔ Stanchions and / or spacing markers will promote proper distancing between customers waiting in lines.
- ➔ Season ticket and group / hospitality customers will have the option of contactless ticket distribution; all subsequent exchanges or additional ticket requests will be conducted electronically.
- ➔ No tickets will be handed to employees or ripped by ticket takers—fans entering ballpark will be instructed to place ticket stub in ticket receptacle. Club will collect and scan to insure ability to report compliance with capacity restrictions.

FAN EXPERIENCE

KIDS ZONE

- ➔ The club will not operate traditional kids zone attractions / inflatables.
- ➔ Other attractions that allow for proper distancing will be subject to heightened standards, including thorough disinfecting between users and proper distancing while waiting in line.

CONCOURSE FLOW

- ➔ Concourses will be separated to create defined traffic flow (e.g. each side of the concourse is one-way-only traffic) and to keep proper distancing.
- ➔ Stanchions and / or spacing markers will promote proper distancing between customers waiting in lines on the main concourse
- ➔ During rain or other situations requiring customers to find cover, the club may expand access to covered areas to ensure proper distancing.

RESTROOMS

- ➔ Restrooms will be sanitized on a daily basis with disinfectant along all surfaces and an enzyme solution will be applied to all surfaces at the conclusion of each homestand
- ➔ Doors will be propped open to encourage touchless entry / exit.
- ➔ Alternating urinal stations will be disabled to allow for proper distancing and bathroom attendants will be hired to insure proper sink spacing.
- ➔ Additional hand sanitizers will be placed at each bathroom exit point.
- ➔ Foot traffic will be one way with spacing markers provided to maintain distance between customers while they utilize facilities.

TEAM STORE

- ➔ Capacity restrictions will be set in place for team stores in line with current capacity guidelines of 25%.
- ➔ Stanchions and / or spacing markers will promote proper distancing between customers waiting in line and walking through the store.
- ➔ Customers will not be permitted to come in contact with or try on items they do not purchase.

FAN EXPERIENCE

MASCOT

- ➔ Mascot will be present during games, and will be subject to heightened cleaning standards.
- ➔ Mascot will not give high fives, hugs, or take close-quarters photos with fans.
- ➔ Instead, mascot will take photos using proper distances via photo booth with countertop to separate from fans and will perform at a distance from fans during games.

MEDICAL SERVICES

- ➔ Work closely with community medical partners to have stringent protocols in place for medical services at all ballpark events.

PROMOTIONS / ON-FIELD ACTIVITIES

- ➔ Autograph sessions with players will not be permitted.
- ➔ As per league rule, players will not be permitted to throw baseballs into seating areas.
- ➔ All between-inning promotions will abide by proper distancing guidelines, which will include the elimination of t-shirt tosses and games that require contestants to directly contact one another.
- ➔ On-field activities such as Ceremonial First Pitches (proper distancing and protective equipment), National Anthem (sneeze guard on microphone stand), and Kids Run the Bases (limited number of participants) will be conducted with heightened restrictions.

ADDITIONAL FOOD AND BEVERAGE POLICY

The following new protocols will be put into place:

- All front-facing employees will be required to wear masks and gloves.
- Additional cleaning employees will be hired specifically to disinfect surfaces before, during, and after events.
- No buffets or condiment stations in the ballpark will be self-served. Instead, employees will serve each individual customer.
- Condiments and other items (as applicable) will be served using pre-packaged servings, as opposed to communal servings.

COMMUNICATION / MESSAGING

- Post “Stop the Spread” and “COVID-19” signage in areas with high visibility to fans, employees, and team personnel.
- Regular announcements will promote proper cleanliness, distancing, and health practices for customers.

PLAY

BALL!

