

# COVID-19 ACTION PLAN



 **impactField**



**A GUIDE TO OPERATING IMPACT FIELD**



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## **BALLPARK SAFETY**

As a proud member of the American Association of Independent Professional Baseball, the Chicago Dogs are dedicated to the safety of our fans, players and staff. It is our number one priority. When our state and local agencies allow us to safely open Impact Field, we are committed to investing in protocols that give our guests the comfort and confidence to attend games and events.

The Chicago Dogs will continue to follow the guidance of national, state and local agencies, as well as the directives of the American Association, to develop these protocols. Input from our healthcare partners will play a significant role in these new initiatives.

## **BALLPARK SANITIZATION**

- Increased scope and frequency of power washings and cleanings.
- The Chicago Dogs will pursue disinfectant-spraying for no-wipe cleaning of ballpark surfaces and the addition of disinfection devices in enclosed areas.
- Hand sanitizing stations will be available for guest and staff use around the ballpark.
- Additional staff positions will be hired to work each event.

## **STAFF PROTOCOLS**

- Prior to entering the ballpark, the Chicago Dogs will perform temperature checks for all full-time and part-time employees, interns and contracted third-party staff members.
- Staff members will be required to wear protective gloves and masks, as determined by current guidelines and recommended protocols.
- Staff will make the following changes for all guest interaction:
  - Physical contact and shaking hands with guests and other employees will be prohibited.
  - Protective masks and gloves will be required when interacting with guests.
  - Prior to the start of each shift, and continuing when appropriate, employees will be required to wash their hands and put on a new pair of gloves.
- Continuous employee training to educate the staff on new or updated guidelines and procedures.





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## **PLAYERS AND ON-FIELD STAFF**

- The Chicago Dogs will follow the guidance of the American Association regarding player and on-field personnel health and safety, including travel, guest/media interaction, dugouts, etc.
- To ensure the safety and well-being of our players, the Chicago Dogs will work with the American Association and its members to implement the following standards:
  - Increased scope of cleanliness in the home and visiting clubhouses.
  - Access to the clubhouse will be restricted to players and coaches only.
  - Buffet-style food service for the players will be discontinued, and all utensils must be pre-packaged.
  - Seeds, gum, and peanuts may be prohibited in the clubhouse and dugout.

## **TICKET PURCHASING AND CASHLESS PAYMENT OPTIONS**

- Advanced purchases through our ticketing system, Tickets.com, allow for print at home or digital delivery of tickets. This will limit the direct contact between staff and guests.
- Season ticket holders and groups will continue to have the option of contactless distribution through our ticketing system, including exchanges and additional ticket requests.
- To ensure the safety of our guests purchasing tickets at the stadium, the Chicago Dogs will implement the following:
  - Select ticket windows will be closed for proper social distancing between guests.
  - Stanchions and/or space markers will be used for proper social distancing between guests.
  - As a general practice, box office personnel will email tickets to the guest's electronic device. Printed tickets will only be used in the absence of an electronic device.
- Exchanges can be done in advance by calling the main line at 847.636.5450.
- The Chicago Dogs will work towards operating cashless options in the team store and within the food and beverages areas.



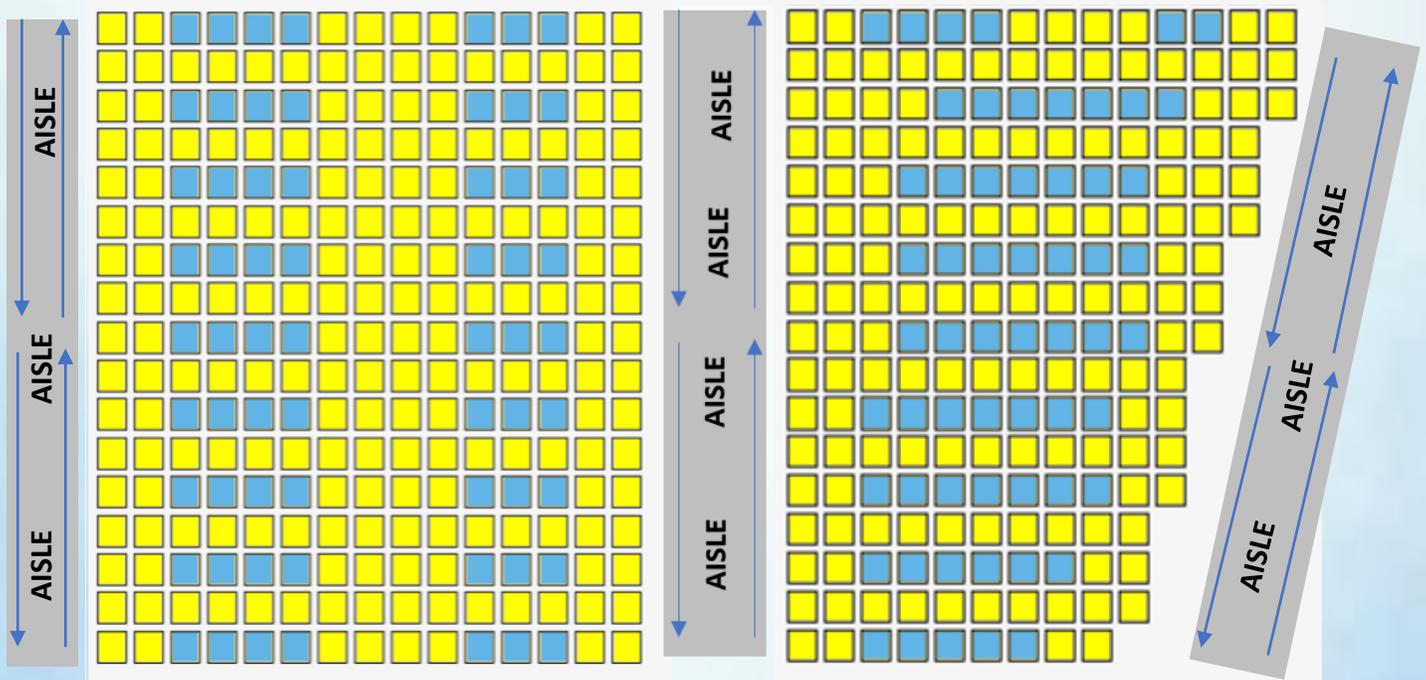
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## IMPACT FIELD ENTRY AND EXIT

- Guests may be subject to temperature checks prior to entry and may be required to wear a protective mask, as determined by current state and local guidelines.
- The Chicago Dogs will work with law enforcement and security personnel to ensure proper social distancing upon entry to the ballpark, including, but not limited to, walkways and sidewalks leading to the ballpark.
- Stanchions and/or spacing markers will be used in guest waiting lines to promote social distancing.
- When necessary, additional entry gates will be utilized to create more space between guests entering the ballpark.
- Security practices placing staff within 6 feet of the guest will be replaced by new security protocols.
- Game programs will be delivered digitally to all guests.

## SEATING

- To allow for proper social distancing the Chicago Dogs will revise the current seating manifest, decreasing the overall ballpark capacity.
- The Rivers Stadium Club and party areas will operate at reduced occupancy levels to promote social distancing.
- Designated rows and seats will be left vacant to maintain the proper distancing between guests.
- Aisles and staircases will be designated with markers for one-way traffic flow patterns.



 **SOCIAL DISTANCING BUFFER**

 **SEATS FOR PURCHASE**

  **AISLE: ONE-WAY TRAFFIC**



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## **GUEST EXPERIENCE**

### **Concourse Flow**

- To promote proper social distancing, the concourse will be separated by stanchions and/or markers designating one-way only traffic flow on each side.
- Stanchions and/or markers will be used in guest waiting lines to promote proper social distancing.
- Guests sheltering from the rain or other situation will be allowed to take cover in the Impact Field parking garage and in their cars.

### **Medical Services**

- The Chicago Dogs will work closely with our security and EMS partners to implement strict protocols for medical services at Impact Field.

### **Restrooms**

- To promote touchless entry and exit, the restroom doors will be propped open.
- Restrooms will be frequently cleaned and sanitized with disinfectant on all surfaces.
- The Chicago Dogs will continue to use touchless products in the restrooms.
- Select stations will be disabled to allow for proper social distancing.

### **Team Store**

- The number of guests visiting the team store will be limited based on recommended guidelines to promote social distancing.
- Stanchions and/or markers will be used in guest waiting lines to promote proper social distancing.

### **Promotions and On-Field Activities**

- For the safety of guests and players, autograph sessions with players and players throwing baseballs into the stands will not be permitted.
- The Chicago Dogs will use the proper social distancing during all between inning promotions.
- Restrictions and new protocols will be in place for all on-field activities pregame and post-game. As an example, the ceremonial first pitch will be thrown to a member of the person's family.

### **Kid Zone**

- The Chicago Dogs will not operate traditional kid zone attractions such as bounce houses.
- The opening of other attractions will be evaluated and based on current state and local guidelines.



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## **FOOD AND BEVERAGE**

- The Chicago Dogs will work with our concessionaire company, Pro Sports Catering, a division of Levy Restaurants, to develop standards consistent with the new suggested guidelines.
  - All employees will be required to wear protective masks and gloves.
  - Additional staff positions will be hired specifically to disinfect surfaces before, during and after all events.
  - Employees will serve all guests from buffets and condiment stations. Condiments and similar items will be served using prepackaged servings as opposed to communal servings.
  - The Chicago Dogs will explore the concept of “no contact concessions” with Pro Sports Catering.

## **SAFETY COMMUNICATION AND MESSAGING**

- Social media and newsletter awareness campaigns will be published by the Chicago Dogs for all guests visiting Impact Field.
- To promote proper cleanliness, social distancing, and health practices during events, the Chicago Dogs will run scoreboard video and public address announcements.
- The Chicago Dogs will post safety and instructional signage in highly visible areas throughout the ballpark.

## **THANK YOU**

- Thank you to our fans for their patience, loyalty and support through these challenging times.
- Thank you to the St. Paul Saints for their guidance in developing these COVID-19 initiatives.

