



# COVID-19 Readiness Plan

A Guide to Operating Historic Holman Stadium



# General Statement

The Nashua Silver Knights and the Futures Collegiate Baseball League look forward to starting their 2021 season on May 26 in a responsible and safe manner. Set forth below is the Silver Knights organization's tailored plan to host players and guests at Holman Stadium for the season which is anticipated to run from approximately May 26 through August 19. The season will include 34 home games and 34 away games with the possibility of 4 home playoff games.

This plan has been and will continue to be informed by policies and regulations from local, state, and national agencies; guidance and input from medical and public health professionals; directives from the Futures League; as well as industry best practice.

While the risks of operating are addressed in the plan below, the advantages presented by the Silver Knights' 2021 season at Holman Stadium include:

- Outdoor venue
- Spacious dimensions allowing for ample social distancing between guests
- Attendees being in place for a limited duration, roughly equivalent to an outdoor dining experience
- Food and beverages provided by a professional catering company prepared and presented safely in similar ways to how restaurants have been presenting take-out food to patrons since the beginning of the COVID-19 pandemic
- Providing an opportunity for the Silver Knights student-athletes, including several local players, to play baseball this summer after their respective college and university spring seasons were canceled
- Providing a safe and clean outdoor outlet for families and individual fans to be outside of their homes this summer to enjoy fresh air, socially-distanced company, a hot dog, a cold beverage, and the national pastime.



# Table of Contents

1. Staffing Policy
2. Payment Methods
3. Socially Distanced Seating
4. Crowd Management
5. Ballpark Cleanliness
6. Player Protocol
7. Ticketing & Entry into Ballpark
8. Fan Experience
9. Food/Beverage Policy
10. Communication & Messaging



# 1. Staffing Policies

- All staff will be cross-trained on proper and frequent cleaning, hand-washing, sanitation, and social distancing techniques
- Staff will be required to wear masks. Gloves will be required when necessary and appropriate.
- Staff will have temperature taken with a non-touch thermometer prior to each shift. Temperatures will be documented.
- Staff time & attendance system features:
  - Employees must complete symptom screening questions based on the State of NH [Universal Guidelines](#) before clocking in:
    - Have you been in close contact with a confirmed case of COVID-19?
    - Have you had a fever or felt feverish in the last 72 hours?
    - Are you experiencing any respiratory symptoms including a runny nose, sore throat, cough, or shortness of breath?
    - Are you experiencing any new muscle aches or chills?
    - Have you experienced any new change in your sense of taste or smell?
  - Employees clock in and out from their personal smart phones
- Staff who exhibit COVID-19 symptoms (e.g. Answer “yes” to any of the screening questions or who is found to have a fever) will be instructed to leave the premises immediately and to seek medical advice. Staff member will be permitted to return to work once cleared by a doctor or based on CDC guidelines.
- Work spaces such as the ticket booth and press box level will be limited to staff only and will be cleaned and disinfected before and after each game



## 2. Payment Methods

- Credit card and near-field communication (“NFC”) transactions will limit cash exchanged when purchasing food, tickets and merchandise
- ATMs will not be available



## 3. Socially Distanced Seating

- Seating manifests are adjusted to allow for social distancing
- Ushers will:
  - Assist guests to their seats and get them situated in accordance with social distancing guidelines. Surrounding seats will then be blocked off with tape.
  - Direct fans exiting and entering sections and rows to adhere to social distancing protocols
  - Manage gates and carry disinfectant wipes to clean high-touch surfaces – such as railings – throughout the game



## 3. Socially Distanced Seating (cont.)

- Season ticket holders will be the only fans with reserved seating (approximately 100 seats)
- Once a group is situated, the adjacent seats will be marked and blocked from usage to respect social distance guidelines
- General Admission tickets will be available for purchase allowing fans to bring their own seat to sit outside of the seating bowl, for example, in the leftfield area
- Luxury Suites: limit tickets based on social distancing guidelines
  - All luxury suite guests will be asked to provide their contact information
- Beginning of season not to exceed 50% capacity of stadium seating (1,437 fans)



## 4. Crowd Management

- Gates will open one hour prior to first pitch to spread out entering guests
- Access to suite level and individual suites is limited to reserved guests only
- Marketing tables will require social distancing marked line systems
- Ushers will monitor stairwell and concourse traffic communicating as necessary



## 5. Ballpark Cleanliness

- Overall Ballpark Sanitation: pressure wash every ballpark surface prior to season
- Stairwells, elevators and walkways will be sanitized on a nightly basis
  - Elevator use will be by request only with a limit of 2 people per trip
- Seating bowl will be cleaned after each game and used seats wiped with disinfectant
- Additional hand sanitizing stations will be added around the ballpark, located at:
  - Gates
  - Concourse and Suite Restrooms
  - Inside each suite
  - Elevator Landings
  - Dugouts
  - Locker rooms and clubhouse
  - Concession areas
  - Front Office
  - Ticket Office



## 5. Ballpark Cleanliness (cont.)

- Restrooms will be cleaned before and after each game
  - High-touch surfaces will be disinfected throughout games
  - Every other sink will be marked closed to allow for social distancing
  - Disposable toilet seat covers will be available in stalls
  - Designate enter and exit only doors when possible (all doors will be propped open)
  - Every other urinal will be marked off
- Signage will encourage proper hand washing techniques



# 6. Player Protocol

- Players will be screened on arrival to Holman Stadium by having temperature taken, and will not be permitted to participate if their temperature is 100° Fahrenheit or higher
- Players must complete symptom screening questions based on the State of NH [Universal Guidelines](#) upon arrival:
  - Have you been in close contact with a confirmed case of COVID-19?
  - Have you had a fever or felt feverish in the last 72 hours?
  - Are you experiencing any respiratory symptoms including a runny nose, sore throat, cough, or shortness of breath?
  - Are you experiencing any new muscle aches or chills?
  - Have you experienced any new change in your sense of taste or smell?
- Players who exhibit COVID-19 symptoms (e.g. Answer “yes” to any of the screening questions or who is found to have a fever) will be instructed to leave the premises immediately and to seek medical advice. Staff member will be permitted to return once cleared by a doctor or based on CDC guidelines.
- Clubhouse and dugout access will be limited to essential personnel
- Clubhouse food for players, coaches and staff will be distributed as individually packaged meals
  - Shared utensils are no longer permitted
  - Sunflower seeds, gum, spitting and licking fingers will not be allowed
- Any shared equipment like helmets, bats, etc. will be disinfected after each use
- Home and visitor’s clubhouses will be cleaned prior to every home game, and again at the conclusion of the game



## 6. Player Protocol (cont.)

- Upon arrival, visiting players will report directly to their clubhouse using the visitors' side gate entrance
  - All players and coaches will have temperature taken upon arrival in the clubhouse
  - Fans will not have access to the visitor clubhouse gate or walkway
- Travel for Silver Knights players will be on a minimum of 55-person capacity bus
  - Players & coaches will wear masks on the bus and sanitize their hands upon entry & exit
  - Food and drink will be prohibited on the bus
  - Buses will be disinfected by bus company before and after each trip



## 6. Player Protocol (cont.)

- Clubhouse attendant will wear gloves while cleaning, doing laundry, prepping food, setting lockers, and packing equipment
- Players will enter and exit Holman Stadium through front office gate to limit interaction with fans in concourse and parking lot



## 7. Ticketing & Entry Into Ballpark

- Fans will be required to wear a mask in order to enter the ballpark
- Every other ticket window will be open, and lines will be marked and spaced between parties
- Block Seats online and in system which will be open for social distancing
- Encourage pre-purchase of tickets, where fans will provide their contact information and be able to display tickets on their smart phones
- Side gates will be open in the 6<sup>th</sup> inning to allow fans to exit at their leisure and to minimize gate traffic at the end of games



## 8. Fan Experience

- Merchandise will be displayed on hangers and only handled by merchandise store attendant
  - Customers will not be allowed to try items on
  - Check out procedure will encourage credit card and NFC transactions to limit cash transactions
- Community Appearances will be limited to those that allow for social distancing for staff and players
- Kids Zone inflatable bounce houses will not be in operation for the 2021 season because of social distancing guidelines
- Mascot handlers will implement and communicate the following:
  - Mascots can take photos using social distancing
  - Not available for high-fives or hugs during 2021
  - Mascot costumes will be sanitized after each use



## 8. Fan Experience (cont.)

- Non-essential staff will not be permitted on field
- On Field Community Engagements
  - First pitches will limit the amount of friends and family accompanying on the field
    - They will also require a new ball fresh from the bag



## 8. Fan Experience (cont.)

- On Field Pre-Game:
  - Anthem Singers – Microphone sanitized before and after each use
  - Field of Dreams, where youth groups run onto the playing field with Silver Knights players, will occur in 2021 with both players and kids wearing masks
  - Players will not be permitted to sign autographs, shake guests' hands, slap high fives, or give away game balls, bats, or other equipment
- In-Game / Between-inning Entertainment and Games:
  - On-Field activities will happen in 2021 with all participants wearing masks during activities
    - All participants will sign liability waiver with contact information prior to taking part in activity
  - In-game entertainment will continue to utilize the public address system and videoboard



# 9. Food and Beverage Policy

- All food, beverage and bartending staff will wear gloves & masks while performing their duties
- Counter tops, registers, and equipment will be wiped down on a constant basis while open for service
- A standalone plexiglass shield will be set in front of all POS spots and a hanging plastic shield will span the length of each window
- Food production areas will adhere to the following
  - All areas will be deep cleaned before cooking starts
  - All surfaces will be constantly wiped down and disinfected throughout each event
  - Employees required to wash hands each time they change gloves
- Only single-serving condiment packets will be available
- Food & beverage operations anticipates using an online ordering and payment system accessible from guests' smart phones
- All lines will be marked with 6-foot increments to keep social distancing standards between parties



## 9. Food and Beverage Policy (cont.)

- Picnic Areas and Hospitality Gathering Spaces:
  - Employees will constantly disinfect and clean food service areas
  - All guest tables will be wiped down before and after each use
- Suites
  - All waitstaff will wear gloves and masks
  - Suite food and beverages will be individually wrapped, packaged, and bottled
  - All condiments will be prepackaged
  - Sanitizer will be available for guests upon entering their suite
  - Each suite has a sink that will be equipped with soap and paper towels
  - Suites will be disinfected and sanitized before and after each opening



# 10. Communication & Messaging

- Utilize social media to highlight steps taken to enhance health and safety measures
- Increased signage displayed for fans, players and staff and added to all areas of the ballpark including restrooms, clubhouse, ticket booth, concessions, suites, and other common spaces
- Public Address Announcements will remind fans and staff to wash hands and practice social distancing while at the ballpark



**Play Ball!**