



2021 Heart of America Invitational Event Operations & Safety Plan

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EVENT INFORMATION

45th Heart of America Invitational

June 4-6, 2021

An Excel Series Event

Hosted by Silver Blades Figure Skating Club of Greater Kansas City

Kansas City Ice Center

19900 Johnson Drive

Shawnee, KS 66218

913-441-3033

Competition links:

Event Announcement on EntryEeze Link: click link [HERE](#)

Starting Orders: click link [HERE](#)

Detailed Schedule and Time Flow: [click link HERE](#)

Skaters/Coach ["Know Before You Go"](#)

Results Link: click link [HERE](#)

Competition Contacts:

LOC Chair: Peggy Shandy Lane; plshandylane@gmail.com

Chief Referee – Carylyn Landt; clandt@ucsd.edu

Kansas City Ice Center Manager: Dean Nelson; dnelson@kcicecenter.com

Event Medical: [TBD](#)

U.S. Figure Skating Contact: Mia Corsini (*not onsite); mcorsini@usfigureskating.org

Webinar

Zoom call held on **May 25, 2021** for Coaches, Skaters, and Parents to review protocol and answer questions, please watch for an email two days before for the link. At least a Coach or Parent must join with their Skater on the call.

Kansas City Ice Center in a two-building facility. There is limited seating within the facility so we will be restricting the number of people within both buildings at all times. The rink building and the outdoor arena will be used to manage the flow of participants with strict guidelines and timing to follow through the process.

Other Facility Information:

- Rink staff and employees will do a temperature check prior to work each day. Anyone feeling symptoms or with a temperature equal to or over 100.4 degrees will not be allowed to work. All of the staff will be masked during the competition.
- There will be NO public access to the facility during the event.
- Social distancing indicators (yellow circles) are placed on the bleachers to indicate where Spectators/Chaperones should sit to maintain social distancing while in the rink building.

ADMISSION POLICIES

- Waivers must be signed before participating in the Event.
- Masks must always be worn at ALL times by every person in the facility; the **only exception** is for when the Skater is on the Ice for their event. The mask **MUST** cover the nose and mouth and be secured under their chin while in the facility.
- Social distancing must be maintained at all times. The CDC recommends a distance of 6 feet and separate pathways will be established within the venue (minimizing crossover and contamination).
- Temperature will be checked and screening will be administered to everyone entering the building (Skaters, Coaches, Chaperones, Volunteers, Officials, and Spectators).
 - Skaters, Coaches, Chaperones, Volunteers, and Officials must start at the rink building entrance and will be escorted through the facilities by their assigned Usher.
 - Spectators will be temperature screened at the Southeast door entrance and will be escorted to assigned seating.
- Any individuals unable to pass temperature screening or refusing to be screened will not be permitted into the event.
- We kindly ask Skaters, Coaches, Officials, Spectators, and Volunteers to stay home if they are:
 - Feeling sick
 - Running a fever or have the chills; 100.4 is the maximum temperature for access
 - Have a cough or shortness of breath
 - Sore throat
 - Loss of smell or taste
- Only one (1) Spectator and one (1) Chaperone (for Skaters 17 and under) will be admitted for the Skater's actual competition time (no access to practice ice). Any changes to the number of Spectators allowed will be dependent on current mandates. The Chaperone must be over the age of 18 and an immediate family member as defined in U.S. Figure Skating's SafeSport Handbook.
- All Skaters will have a designated area for putting on their skates.
- One (1) Chaperone will be allowed into the Skater Staging Area to help young Skaters or Skaters requiring assistance to put on skates for their event.
- Skate Orders and Results will be posted online at
 - https://ijs.usfigureskating.org/leaderboard/nonqual_results/2021/29961/index.html
- Awards will be given out immediately follow the posting of results on
 - https://ijs.usfigureskating.org/leaderboard/nonqual_results/2021/29961/index.html
 - Medals will be awarded for the 1st through 4th place finishers and ribbons for 5th and 6th place finishers in all events.
- Locker Rooms will NOT be available for Skaters to change; please come dressed and ready to skate.
- NO music will be played on Practice Ice. NO hard copies of missing music and/or planned program content will be accepted onsite; connect with Audrey Ryan (Music) and Michelle Russell (Registration) on process for onsite electronic submission.

SCHEDULE

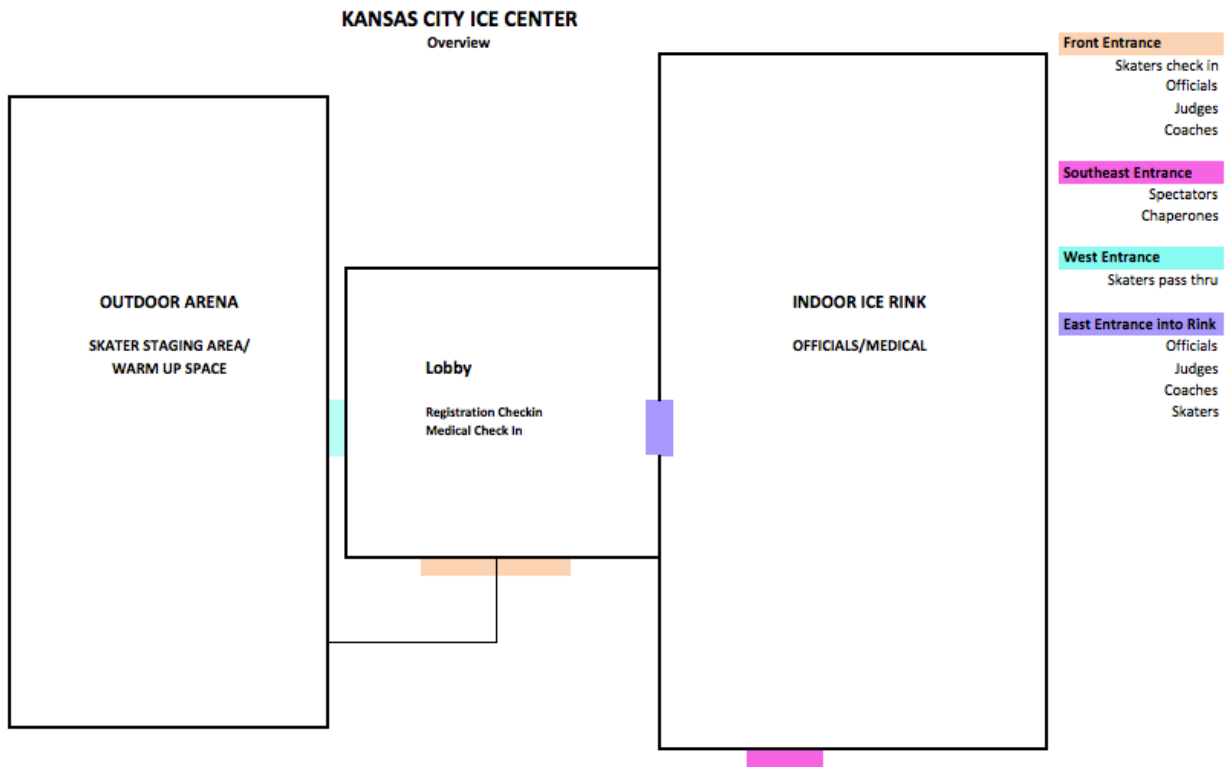
- A Detailed Schedule for the competition is forthcoming.
- Skaters and Coaches will have designated times for arrival for both competition and practice ice. No individual will have access to the building outside the designated times.
- Ushers will lead Skaters to the Skater Staging Area and adjacent off-ice warm up, access to the ice, and out of the rink building. Coaches, Officials, Spectators, and Chaperones will be lead to the appropriate locations throughout the facility.

BUILDING LAYOUT AND ACCESS

Below is a map of Kansas City Ice Center (figure 1.1). Temporary modifications have been made to the arena to accommodate for social distancing and further measures are being taken to ensure the safety of attendees and participants at Silver Blades FSC's 2021 Heart of America Invitational.

Pathways have been established within the facility to minimize footprint and socialization between groups. You will not be permitted access to the facility until your designated time per the detailed schedule. Skaters who miss their arrival time will be escorted to the appropriate area in accordance with their schedule – there will be no 'redo' if missing the warm up timeslot. Detailed layouts and traffic flows are shown for Skaters, Chaperones, Coaches and Officials under the respective sub-headings. Stanchions will separate the Registration entrance and exit area in the Lobby.

Figure 1.1



RINK ENTRANCE AND TRAFFIC PATHWAYS

Rink Building Entrance

- 1) Main entrance door:
- 2) West (left) patio entrance door:
- 3) Southeast (right) entrance door:

Skaters – Main Entrance Door

- Temperature will be checked & screening will be administered every time they enter the facility.
- Masks **MUST** be worn at all times and must cover the nose and mouth and secured under their chin while in the facility. Skaters may remove the masks only while on the ice surface for an event.
- Skaters may only bring what they can carry; they must carry items with them as they move from location to location within the facility.
- Skaters may check in at Registration either 20 minutes before Practice Ice or 45 minutes before an event.
- Skaters will be assigned a Skater Staging Area slot based on their event group and escorted to there to deposit their items and wait for warm up.
- Each group of Skaters will be escorted to the area designated for warm up.
- 20 minutes are allotted for warm up and getting skates on
- After Skaters have their skates on in the Skater Staging Area, Chaperones who have helped Skaters needing assistance with their skates will return to the Southeast entrance door to be escorted to the designated seating areas in the rink building. (labeled “Spectator/Chaperone Seating Area”).
- Up to four (4) Event Groups can be staged in the outside arena.
- Ushers will escort groups of Skaters throughout the facility – from the Skater Staging Area in the outside arena to the Locker Rooms 1 & 2 to wait for their Event Group’s on ice warm up.
- After prior group is finished, the current Event Group will then enter the ice for they’re on ice warm up.
- Skaters will return to wait in the assigned Locker Room until they are called their Event Group.
- After the last Skater of the Group is finished, Skaters will quickly remove their skates, pick up belongings, and follow their Usher out of the rink building.
- Results will be posted online as soon as possible after the event is complete.
- Awards will be handed out from Award Table near Registration after results are posted to the website.
- Skaters, Chaperones, and Spectators must leave the rink building until online results are live.
- Only Skaters can pick up medals and ribbons from Award Table near Registration after results are posted. Chaperones/Spectators are not permitted in the Awards Area and must wait outside. A backdrop will be provided for a quick photo opportunity outside. Skaters should be appropriately distanced and masks worn for photos.
- Tissues and water bottles are permitted but must be disposed by the Skater outside of the building (*i.e.* put it in your pocket and/or skate bag).

Chaperones – Main Entrance Door, then Southeast Entrance Door

- Temperature will be checked & screening will be administered every time they enter the facility.
- Masks MUST be worn at all times and must cover the nose and mouth and secured under their chin while in the facility.
- One (1) Chaperone per registered Skater will be admitted to help younger Skaters or Skaters who need help putting on their skates for the Skater's actual competition time and for practice ice. The Chaperone must be over the age of 18 and an immediate family member as defined in U.S. Figure Skating's SafeSport Handbook.
- After Skaters have their skates on in the Skater Staging Area, Chaperones must return to the Southeast entrance door to be escorted to the designated seating areas in the rink building. (labeled "Spectator/Chaperone Seating Area").
- Arena seating will be available in the designated sections only and rotated for sanitation purposes.
- Social distancing indicators (yellow circles) are placed on the bleachers to indicate where Spectators/Chaperones should sit to maintain social distancing while in the rink building
- Chaperones will not be able to freely wander the facility, please respect the rules
- Once the Skater has skated their program and the Event Group is finished, Chaperones must leave the seating area through the Spectator doors and meet their Skaters outside. Skaters will not be allowed in the stands.
- Chaperones are not permitted in the awards area and must wait outside. A backdrop will be provided for a quick photo opportunity outside. Skaters should be appropriately distanced and masks worn for photos.

Spectators – Southeast Entrance Door

- Temperature will be checked & screening will be administered every time they enter the facility.
- Masks MUST be worn at all times and must cover the nose and mouth and secured under their chin while in the facility.
- Spectators will not be allowed in the Skater Staging Area.
- One (1) Spectator per registered Skater will be admitted for the Skater's actual competition time (no access to practice ice). The Spectator must be over the age of 18.
- Spectators will be escorted to the designated seating areas in the building. (labeled "Spectator/Chaperone Seating Area").
- Arena seating will be available in the designated sections only and rotated for sanitation purposes.
- Social distancing indicators (yellow circles) are placed on the bleachers to indicate where Spectators/Chaperones should sit to maintain social distancing while in the rink building
- Spectators will not be able to freely wander the facility, please respect the rules
- Once the Skater has skated their program and the Event Group is finished, Spectators must leave the seating area through the Spectator doors and meet their Skaters outside. Skaters will not be allowed in the stands.
- Spectators are not permitted in the awards area and must wait outside. A backdrop will be provided for a quick photo opportunity outside. Skaters should be appropriately distanced and masks worn for photos.

Coaches -- Main Entrance Door

- Temperature will be checked & screening will be administered every time they enter the facility.
- Masks MUST be worn at all times and must cover the nose and mouth and secured under their chin while in the facility.
- One (1) Coach will be allowed rink side with each Skater per event. A Skater can have a different Coach per each practice ice and each event.
- We ask that Coaches do not hang around the rink if they do not have Skaters in the rink building. However, there will be some occasions where the breaks between events are short and Coaches are able to use the bleachers near the North side of the rink to briefly wait.
- Coaches must social distance along the board during the event. Please be mindful of those around you.
- Please stay with your Skater and Usher in the rink building. If you need to make quick changes between Skaters, please inform your Usher.
- Coaches are asked to not go in and out of the Locker Room staging areas. Ushers will call Skaters to come rink side as their Event Group is announced.
- Remote coaching via a communication device – A Coach may communicate with a Skater during practice ice and events as long as all SafeSport criteria and competition policies are met, including:
 - The Skater's personal phone may not be used for communications.
 - The phone may not be brought on the ice, or propped up so that it could fall on the ice.
 - Two-deep leadership must be adhered to while the communications are taking place. Event Volunteers will not be able to fulfill the role.
 - Parents and other Skaters are not allowed rink side during practice ice or events. Two-deep leadership for such times would need to be fulfilled by another credentialed PSA compliant coach with appropriate access.
 - There are no exceptions to these policies, and violations may be reported to PSA and SafeSport.
- Results will be posted online as soon as possible after the event is complete.
- Awards will be handed out from Award Table near Registration after results are posted to the website.
- Skaters, Chaperones, Spectators, and Coaches (unless you have another Skater in an upcoming event) must leave the rink building until online results are live.
- Only Skaters can pick up medals and ribbons from Award Table near Registration after results are posted. Chaperones/Spectators/Coaches are not permitted in the awards area and must wait outside. Skaters should be appropriately distanced and masks worn for photos.

Judges/Officials Traffic Flow -- Main Entrance Door

- Temperature will be checked & screening will be administered every time they enter the facility.
- Masks MUST be worn at all times and must cover the nose and mouth and secured under their chin while in the facility.
- Face shields will be provided for Officials/Judges to use.
- We kindly request that officials bring their own supplies where possible (clipboards, pencils, pens, etc.). A small amount of extra supplies will be available.
- Officials are asked to submit expenses electronically to the competition treasurer, Eric Bittner (treasurer@silverblades.org) as soon as possible. Please take pictures of necessary receipts for submission.
- All Judges and Technical Panel Officials will receive their papers for the day in a packet with their name on it, along with the technical requirements.
- Judges, Technical Officials, and Technical Accountants will be in the hockey boxes. A staging area is built in each hockey box area. Tables will be placed in on the stages, allowing more than six (6) feet of distance between each official.
- After each panel is finished, sanitizing wipes will be provided to wipe down the area including seating and computer panel.
- Announcers and Music coordinator will be stationed in the announcer box with a clear divider between them. Equipment will be sanitized between any personnel changes.

Competition Accounting Traffic Flow -- Main Entrance Door

- Temperature will be checked & screening will be administered every time they enter the facility.
- Masks MUST be worn at all times and must cover the nose and mouth and secured under their chin while in the facility.
- We kindly request that officials bring their own supplies where possible (clipboards, pencils, pens, etc.). A small amount of extra supplies will be available.
- Officials are asked to submit expenses electronically to the competition treasurer, Eric Bittner (treasurer@silverblades.org) as soon as possible. Please take pictures of necessary receipts for submission.
- Each official will be assigned a chair for use throughout the competition and each day a packet will be provided by the Chief Accountant with all necessary paperwork.
- Accounting will be provided in Locker Room 8, immediately off North end of ice rink. Papers can be dropped inside the door without contact. Runners will be required to wear gloves and sanitize after each interaction (small foot print from office to Official's panel).
- Each official station will be more than six (6) feet from each other.
- A live results link will be generated and posted on Competition website and on Facebook page for event.

Judges/Officials Hospitality:

Judges/Officials Hospitality will be located in Locker Rooms Five (5), Six (6), and Seven (7). Each room will have beverages and long tables arranged to allow seating six (6) feet apart. Grab and go meals will be in Locker Room Six (6). They can eat in Locker Rooms 5 or 7, or they can take it outside (weather depending).

Hospitality items can only be consumed in the designated eating areas.

PRACTICE ICE PROCESS

Practice ice will be available but limited in nature.

- Temperature will be checked & screening will be administered every time the building is entered. Skaters and Coaches should arrive for temp check 20 min prior to session start time and will then be ushered to rink side
- Masks MUST be worn at all times and must cover the nose and mouth and secured under their chin while in the facility.
- Each Skater may have only one (1) Chaperone in the Practice Ice rink with them during practice session. Chaperones attending are not allowed in rink side coaching areas and will be directed through Spectator/Chaperone doors to designated seating.
- Spectators are not allowed in the Practice Ice rink during practice session.
- Number of Skaters allowed on each practice session is reduced/limited for safety. (Max 12 Skaters per session)
- Locker rooms are NOT available. Skaters are encouraged to come in with skates and guards on.
- Off ice warm up is NOT available during practice ice sessions.
- Skaters will have 10-12 minutes to put on skates rink side before the practice session. Max of 20 minutes between practice ice groups.
- Music will NOT be played on practice ice.
- All Skaters and Coaches will be required to exit the ice and leave the building promptly once the practice ice session is complete.
- Coaches, if you are coaching on consecutive Practice Ice sessions, please notify the Ice Monitor.
- It will not be possible to cut through from rink to inside the building after the Skater's practice ice; you must exit the building and re-enter through the flow process even if you are in the next practice ice session.
- Spectators are not allowed at practice ice.

TEST CREDIT PROCESS

- Test credit packets must be purchased in advance via EntryEeze by June 1, 2021. Credit cannot be requested onsite at the competition.
- Packets will be emailed by the end of the competition.
- If you have any questions during the event about your test credit, please contact Audrey Ryan at audreyryan79@gmail.com.

RESULTS/AWARDS

- The accountants will scan and post the results directly to the events website as a PDF.
- There will be no paper copies to distribute, no results to post or take to the awards.
- Skaters are encouraged to wait outside, then to go to the Awards Table once results are posted.
- Awards will be given out immediately following the posting of results. For all events, medals will be awarded to 1st through 4th place finishers and ribbons will be awarded for 5th and 6th place.
- Awards cannot be given until results are live online.
- There will be no awards presentation or ceremony but there will be a backdrop available to snap a quick picture.

VOLUNTEERS & USHERS

Ushers will play a critical role in the implementation of this competition. Ushers will need to understand the traffic flow, be able to follow the timing set forth by the Chief Referee, and act as an ice monitor.

The following volunteers are needed (numbers indicated are daily as not all people are able to work all day; four-hour blocks are scheduled.):

- Medical Check in Desk (Rink provided): This point is the start of the flow for all participants except Spectators who will do a medical check at the Southeast entrance.
- Registration Desk (2-3): All participants except Spectators check in at Registration to confirm participation, answer any final questions, pick up prepaid merchandise etc.
- Hospitality (2-3): With all prepackaged food, this is more of a cleaning role, organizing food deliveries, and keeping up on snack and drinks.
- Runners (2-3): Only need a runner for 6.0 events, IJS is online.
- Outside Building Monitor (2-3) Main Entrance: This job is to troubleshoot that people are entering at the appropriate doors. They make sure the Skaters are organized and come in at the appropriate time and location. In addition, they are needed to keep people from mingling or going into the Skater Staging Area before checking in.
- Outside Building Monitor (1-2) Southeast Entrance: Spectator/Chaperone Entrance.
- Medical Check in Desk (Rink provided) at Southeast Entrance: Take temperature and screen Spectators.
- Volunteers Management (2-3): Checking in volunteers and making sure all spots are covered daily; ensures coverage if people don't show.
- Awards Distribution (1-2): Look up results, record, and hand out medals and ribbons as Skaters come up to collect.
- Music Coordinator: (1-2) depending on the event schedule: Play music from computer.
- Announcer (1-2) depending on the event schedule: Announce each event. Work with Chief Referee and Music Coordinator.
- Operations (3-4): Handle arrangements with facility/set up. Work with LOC to troubleshoot challenges.
- Ushers (7-8): Ushers will stay with their Event Group from Skater Staging Area through building exit. Ushers will stay with each Event Group of Spectators and Chaperones from entrance to exit. Ushers will escort Coaches, Judges, and Officials to appropriate locations, than return to main entrance.

Volunteers will be tested at the door and required to sign the COVID-19 waiver. A Volunteer Check in Area is located in the Lobby, separated from traffic flow by a hanging curtain. No volunteer break room will be provided; those taking a break are asked to leave the building. Upon return, they must be retested. We will not be able to provide hospitality for Volunteers; however, the facility has food options that volunteers can take to outside seating.

Usher Step Chart:

- 1) Report into Volunteer Area in Lobby 25 minutes before Event Group is to enter the facility. Pick up a Volunteer lanyard. Verify the following:
 - a. Go through the screening processes (temperature/symptoms)
 - b. Get list of Skaters for your Event Group
 - c. Obtain and review your flow time chart for the Event Group
 - d. Review if anything is needed from the Skaters. Waiver, Music?

- 2) Report to Main Entrance 10 minutes before the flow start time for your Event Group.
 - a. Confirm there are not outstanding issues for Skaters/Coaches
 - b. Check that all of the Skaters in your Event Group are checked in.
 - c. Once you have your Event Group, explain the process ahead (warm up, skates on, enter through Lobby to the arena, skates off in either Locker Room 1 or 2, exit the building)
 - d. Confirm one Chaperone & Coach per Skater, no more, but can be less.
 - e. Make sure Coach has a “coach credential and lanyard”; if not direct them to Registration Table to get one when they enter. Every Coach must be credentialed! No Coaches will be allowed in the Skater Staging Area. No Parents or Spectators may be rink side during the event.
- 3) Once all Skaters are checked in, proceed to Skater Staging Area, delivering each Skater to their assigned space.
 - a. Once Skaters have dropped their items in their assigned area, escort the Group to the off ice warm up area. All Skaters have 20 minutes to warm up. When Skaters finish warm up, escort them back to their assigned areas
 - b. Ask all Chaperones to leave the Group before entering the rink building. They should go around to the Spectator/Chaperone Southeast Entrance.
 - c. Once Skaters have their skates on and their items gathered (5-10 minutes max), escort them through the Lobby to assigned Locker Room 1 or 2.
 - d. Remind the Skaters about masks, sanitation areas & staying 6 ft. apart.
 - e. When called, escort Skaters from the Locker Room to rink side and their Coaches.
 - f. DO NOT RUN EARLY, everything is scheduled to flow and not have groups cross each other. Do not let anyone except the Chief Referee change you from your schedule!
 - g. After skating for the group is complete, each Skater will then go back into the Locker Room to take skates off, mask on, and wait to leave the rink with everyone else when the Group is done.
 - h. When Event Group is done, proceed out of the Locker Room and out the exit door at the Spectator Entrance. Remind your group to leave the rink building and check the website for results.
 - i. You are done! Ready for a new group?
- 4) Spectators/Chaperones
 - a) All Spectators/Chaperones have to check in at Southeast Entrance.
 - b) Everyone must have their temperature taken (100.4 and under) and answer the screening questions.
 - c) Everyone must sit on the Spectator Seating Area. Coaches will be with their skates.
 - d) After the last Skater in the Event Group finishes, all Spectators/Chaperones must leave the building.

FACILITY CLEANING/DISINFECTING PROCESS

- Hand sanitizer will be readily available in the lobby, staging arena, each Officials’ seating area, and building entrances.
- There will be designated employees who will continuously monitor and clean the high-traffic areas, cleaning every two hours.
- There will be scheduled cleaning breaks to clean the Skater Staging Area as event groups leave.

ROOM CAPACITIES

- Locker Room 1 – Maximum capacity 8
- Locker Room 2 – Maximum capacity 7
- Locker Room 3 – Maximum capacity 9
- Locker Room 4 – Maximum capacity 9
- Judges/Officials Room 5 – Maximum capacity 7
- Judges/Officials Room 6 – Maximum capacity 7
- Judges/Officials Room 7 – Maximum capacity 7
- Accountant Room 8 – Maximum capacity 9
- Lobby – Maximum capacity
- Medical Treatment Room – Maximum capacity 2
- Skater Staging Areas – 7x7 ft. square, 8 ft. aisles between

SEATING CAPACITIES

- There is seating in five (5) sections, with nine (9) rows of eight (8) feet in each section equaling 360 linear feet of seating (or 45 seats available). Roughly 32 seats are needed for the one (1) Spectator and one (1) Chaperone allowed with each Skater per two (2) staged Event Groups.

COMMUNICATION

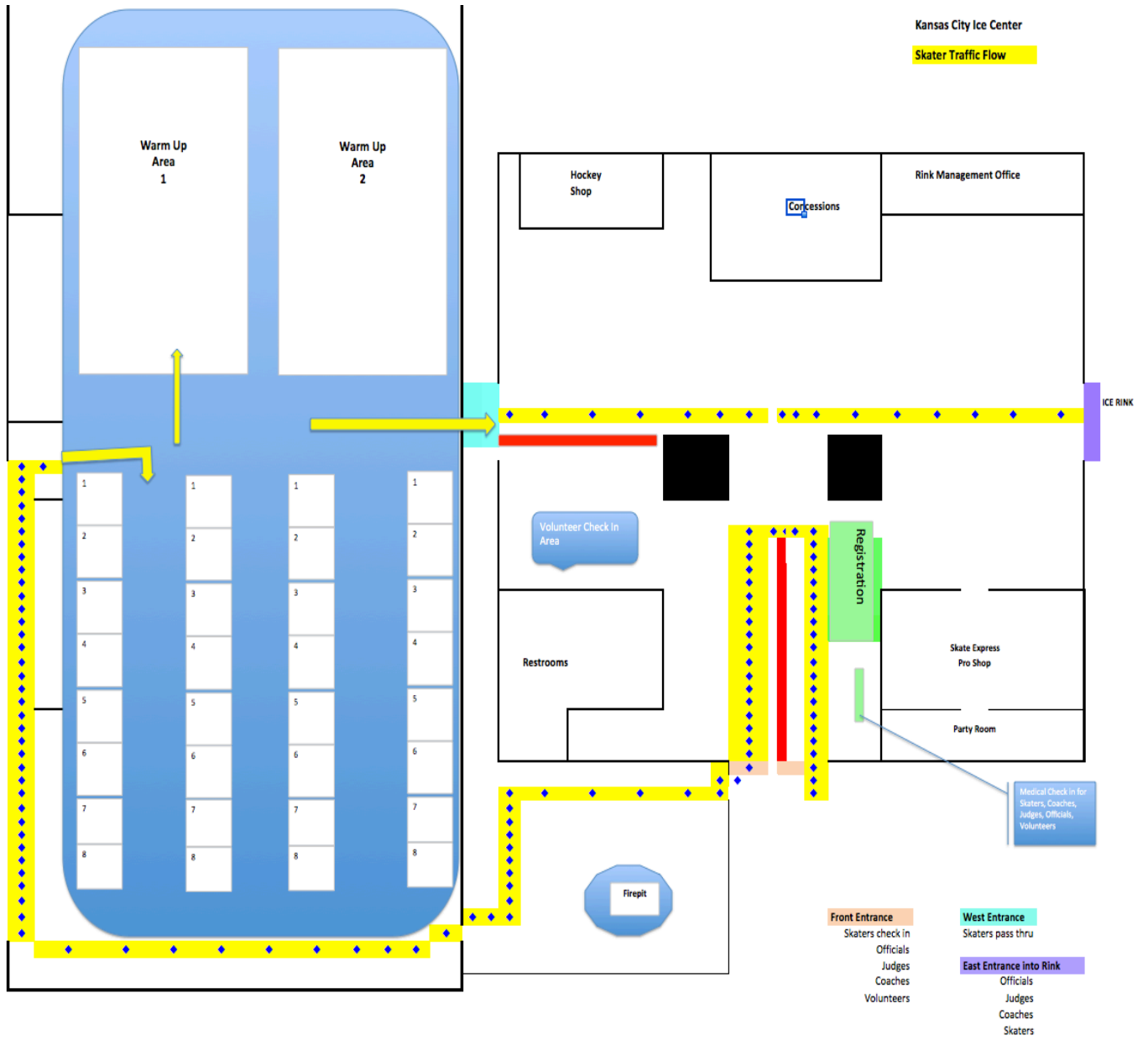
A Coach, Skater, and Parent Zoom Call will be held May 19, 2021 to review the competition logistics and plan. At least one Coach and/or parent must be on the call with the Skater.

Event radios will be used during the event. Following allocations are considered:

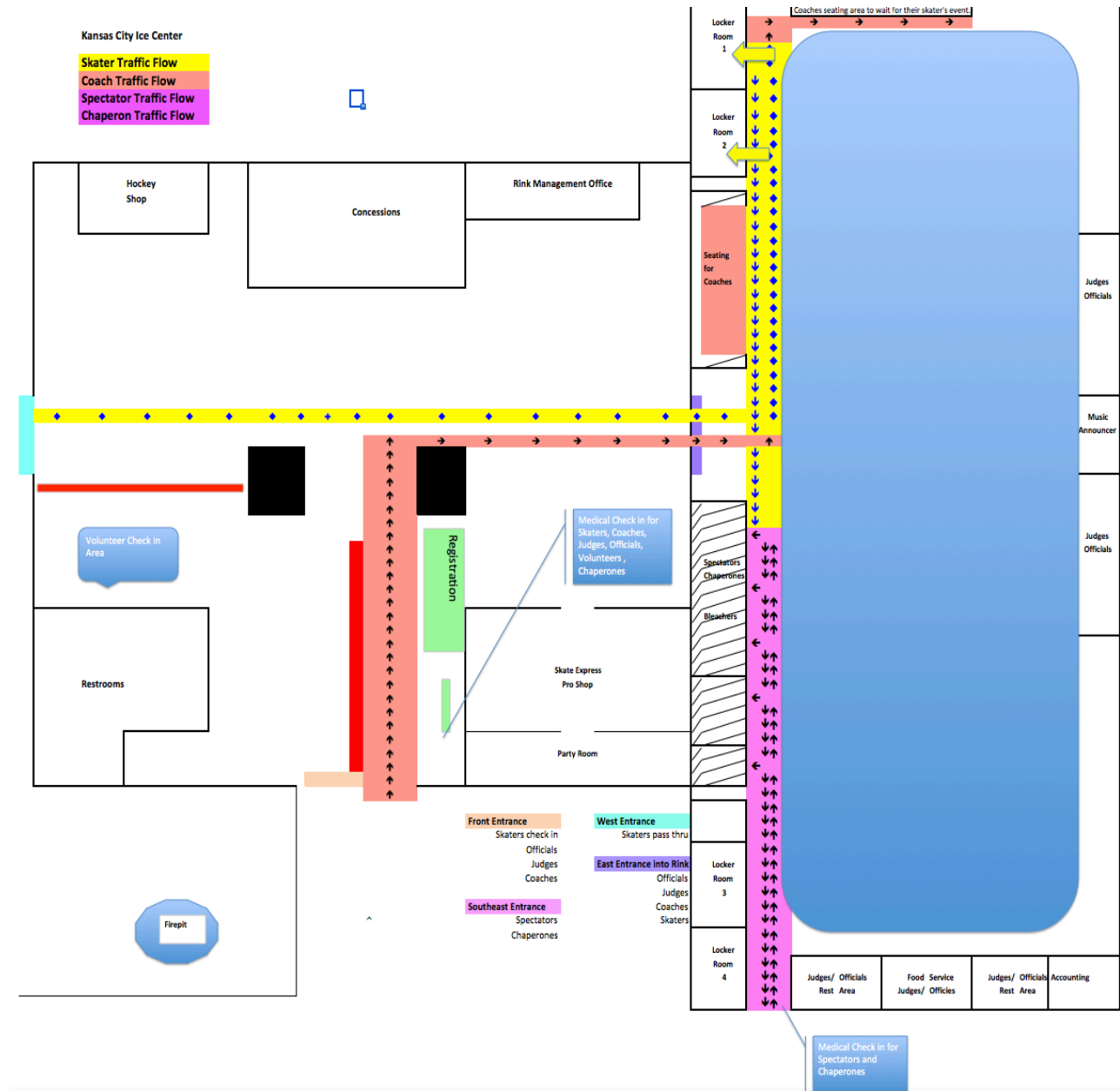
- Key LOC Members (2-3)
- Arena Staff (1)
- Volunteers (5-7)
 - Building Access
 - Ushers
 - Registration Desk
- Officials (3)
 - Event Referee
 - Event Music/Announcer
 - Chief Accountant
- Medical

Treatment Room (which is rink side)

Skater Traffic Flow



Coach / Spectator / Chaperone Traffic Flow



Officials Traffic Flow

