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# COVID PROTOCOLS MANAGEMENT PLAN



## GENERAL STATEMENT

The health and safety of our guests, employees, players, coaches, and training staff is of the highest priority for the Hartford Yard Goats. The Yard Goats are committed to practicing the best and safest efforts to keep the community safe when attending baseball and other events at Dunkin' Donuts Park.

The steps outlined in this document are intended to protect our guests, employees, players, coaches, and training staff. We will continue to follow the guidance of local, regional and national health and government agencies, and commit to develop policies and procedures in determining the appropriate time for hosting various events at the ballpark. The input of local and regional health partners will play a significant role in informing the below policies.

## STRATEGIC ELEMENTS

1

### Highest Standard of Cleanliness

Become a leader in the industry and create a cleanliness policy in line with local, regional and national health and government agencies' standards and recommendations.

2

### Minimal Contact Environment

Create a stadium environment that minimizes the number of physical contact-points with surfaces, guests and employees.

3

### Communication

Yard Goats management and staff will actively communicate best health and safety practices to fans before and during their Dunkin' Donuts Park event.



## HEALTH & SAFETY GUIDELINES

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All guests and staff members are required to adhere to the following guidelines:

- » Wear face masks except when actively eating or drinking in their ticketed seats.
- » Wash hands often with soap and water or use alcohol-based hand sanitizer, upon entry and as recommended throughout the game/event.
- » Cough and/or sneeze into the elbow or into a tissue. Throw away the tissue immediately after use and wash hands.
- » All are encouraged to stay home when sick.
- » If anyone begins to feel ill, they may report to the Guest Services Center, any member of Management, or the First Aid Room for assistance.

## COMMUNICATION & MESSAGING

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- » Posted CDC guidelines in areas with high visibility to guests, staff, and team personnel, especially in high traffic locations.
- » Appropriate video and public address announcements will promote facial coverings, cleanliness, exit strategies, and other best practices.
- » The Hartford Yard Goats website and social media platforms will be updated on current best practices and ballpark protocols.
- » All fans will receive an email with key information on how to best enjoy Yard Goats games prior to coming to the ballpark.

# FACIAL COVERINGS & PPE

- » All guests two (2) years of age or older and staff members must wear facial coverings that cover both nose and mouth while at Dunkin' Donuts Park, in accordance with city and state directives.
- » Guests may temporarily remove facial coverings while actively consuming food or beverage while in their ticketed seat.
- » Other PPE items permitted in the ballpark include but are not limited to gloves, hand sanitizer, and wipes.

Please see Dunkin' Donuts Park's Prohibited Items list at [www.milb.com/hartford/ballpark/know-before-you-go](http://www.milb.com/hartford/ballpark/know-before-you-go) or contact us at [info@yardgoatsbaseball.com](mailto:info@yardgoatsbaseball.com).

# TICKET PURCHASING & SERVICING

- » Routine hand washing and sanitation of office equipment, guest counter space, credit card readers, ticket scanners and other main touch points.
- » All advance tickets will be delivered digitally. Physical printing at the box office windows will only be enabled for gameday purchases from one hour before gates open through the end of the game.
- » Guest identification may be authenticated apart from ID due to facial coverings.
- » Guests are to maintain possession of ticket or mobile phone at all times. Staff members will verify/scan without contact.

# CONCOURSE LINES

- » Social Distancing will be in effect at all checkout purchase lines throughout the stadium, including concession lines.
- » Floor markers will be used to guide guests entering lines and promoting social distancing throughout the concourse area.



**WEAR A MASK**  
OVER YOUR NOSE AND MOUTH



**COVER**  
YOUR MOUTH AND NOSE  
WHEN COUGHING OR SNEEZING



**WASH & SANITIZE**  
HANDS REGULARLY





## OUTFIELD BULLPEN BUFFER ZONE

- » A buffer zone will be put into effect in the ConnectiCare Picnic Pavilion to include the first two rows of seats behind the visitor's bullpen.



# DUGOUT BUFFER ZONES

- » A buffer zone will be put into effect to include the first two rows of seats behind the dugout roof. This will effect sections 105, 106, 107, 115, 116, and 117.
- » The dugout suites will have a 6.5' tall plexiglass barrier between the suite area and the dugout.



# COMMUNICATIONS

- » Emails with Dunkin' Donuts Park safety information and policies will be sent to all individuals who purchase tickets.
- » Signage will be placed around the ballpark to remind guests of policies.



## FACE MASK REQUIRED

Major League Baseball has mandated that all attendees two years or older must wear a face covering over their nose and mouth while on ballpark property except when actively eating or drinking at their ticketed seats. This mandate applies to all seating sections and guests who fail to comply will be subject to ejection.

# KNOW BEFORE YOU GOAT



## BAG RESTRICTION POLICY

Fans are strongly encouraged to leave bags at home to reduce points of contact during the security screening process. The Yard Goats will permit medical bags, diaper bags, and 4.5"x6.5" clutch purses for personal items. We ask that guests only bring necessary items and keep track of their belongings at all times.



## SANITATION PROCEDURES

The stadium will be completely sanitized between events. All high-touch areas will be monitored closely and wiped down during the game with approved disinfectant solutions. Hand sanitizer will be available throughout the ballpark. Guests and staff are encouraged to wash and sanitize their hands frequently.



## BUFFER ZONE

To ensure the safety of our players, Major League Baseball has mandated at least 12 feet of distance between the dugouts/bullpens and the first row of fans.

## QUESTIONS?

CONTACT US BY CALLING

**860-246-GOAT (4628)**

FOR MORE INFORMATION, VISIT

**[YardGoatsBaseball.com](http://YardGoatsBaseball.com)**





 *Hartford Yard Goats*



### **MASKS REQUIRED**

MASKS ARE REQUIRED ANYWHERE  
INSIDE THE BALLPARK EXCEPT WHEN  
ACTIVELY EATING OR DRINKING  
AT YOUR SEAT

### **MINIMAL CONTACT BALLPARK**

STEPS HAVE BEEN TAKEN TO LIMIT  
TOUCHPOINTS THROUGHOUT  
DUNKIN' DONUTS PARK

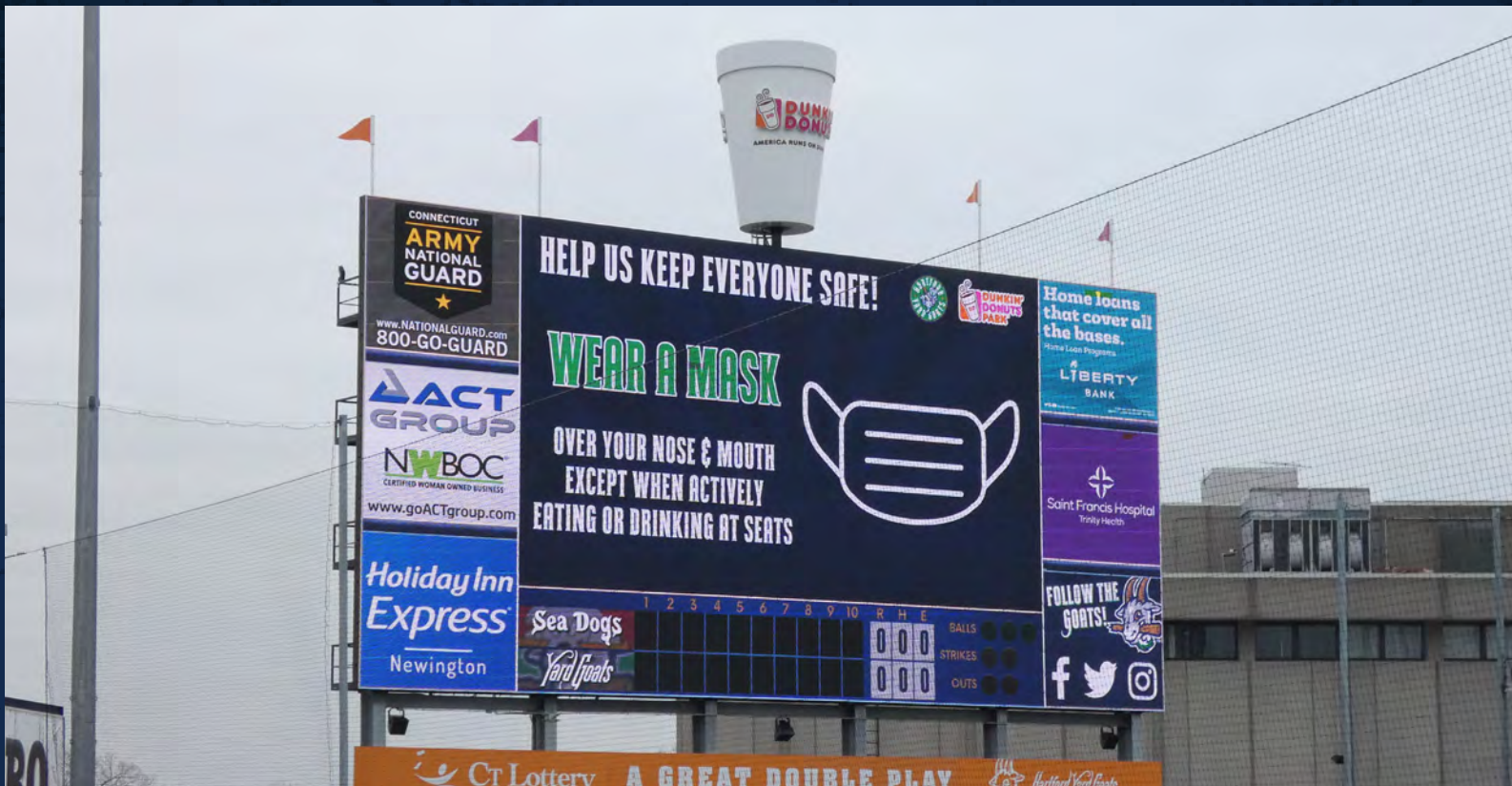


### **ENHANCED CLEANING**

ALL HIGH-TOUCH AREAS THROUGHOUT  
THE STADIUM WILL BE CLEANED AND  
DISINFECTED FREQUENTLY

# COMMUNICATIONS CONT'D

- » Videoboard messages, including still graphics and video, to remind guests of policies will be displayed periodically before, during, and after the game.
- » PA announcements will also be made to remind guests of policies.
- » Ushers will walk up and down aisles every half inning to ensure compliance with safety protocols.



# RESTROOMS

- » Concourse restrooms have one dedicated entrance and one dedicated exit to facilitate one-way traffic.
- » Restroom doors will feature arm handles to reduce hand contact with door handles.
- » When appropriate for privacy, restroom doors will be propped open to encourage touchless entry/exit.
- » Existing restroom fixtures such as sinks, paper towel dispensers and flush valves utilize motion sensors to limit contact.
- » High contact areas in restrooms will be cleaned throughout the game and fully sanitized after each game.





## BALLPARK ENTRY

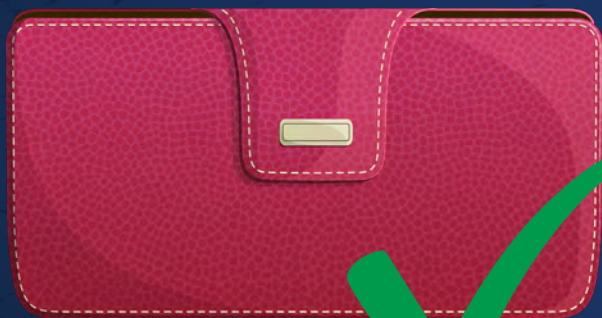
### STAFF

All staff members, players, and vendors will be subject to daily health screening upon entry, including temperature measurement and health questionnaire.

### GUESTS

- » All guests are encouraged to self screen for COVID symptoms prior to the game and stay home if they feel sick.
- » Guests are encouraged to avoid peak entry times by arriving early.
- » Gate entry configurations have been re-evaluated to allow for as many points of entry, while maintaining proper distancing. Signage, stanchions, bike racks, and spacing markers will all be utilized to create space amongst all guests and staff.





## BAG RESTRICTION POLICY

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- » Fans are strongly encouraged to leave bags at home to reduce points of contact during the security screening process.
- » The Yard Goats will permit medical bags, manufactured diaper bags that accompany infants and young children, and 4.5" x 6.5" clutch purses for personal items.
- » We ask that guests only bring necessary items and keep track of their personal belongings at all times.

## ELEVATORS & STAIRWELLS

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- » Guest Elevators have a capacity of 4 guests from the same familial party at any given time for proper distancing. If an available option, see the nearest staff member for stair locations.
- » All guests will be encouraged to use open air stairwells throughout the stadium.



## COVID PROTOCOL MANAGEMENT

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- » All Front Office and Game Day Staff members undergo COVID protocol training, including general ballpark and department specific protocols.
- » Security staff stationed throughout ballpark to identify and enforce COVID protocols.
- » Ushers walk down aisle at every half inning, to ensure Fan Code of Conduct items are being adhered to, including COVID protocols such as mask wearing.
- » Suite Attendants conduct routine suite checks to ensure compliance.
- » Ushers and Security stationed at various internal entry points to ensure capacity compliance.
- » Elevator Operators and Exterior Attendants verify appropriate level access and social distancing requirements.
- » Ushers, Security and Front Office Staff assist with crowd management and section dismissal for post-game egress.
- » Security positioned pre & post game to remind guests that player autographs are suspended.
- » Guests in violation of COVID protocols will receive a reminder/warning from staff. If continued non-compliance occurs, guest will be required to leave ballpark.



## CHANGES FOR 2021

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- » All inflatables and gaming units are temporarily suspended.
- » Player autographs are temporarily suspended to limit contact. As are any player giveaways to guests (i.e. baseballs tossed into stands).

## BALLPARK SANITATION

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- » All staff will wear facial coverings at all times, with added PPE such as face shields, gloves, etc. as needed.
- » Increased regularity and scope of sanitation throughout ballpark. In-game routine sanitation of high traffic areas and touch points.
- » All cleaning products and cleaning equipment will be CDC approved for use against COVID-19.
- » Staff members across all departments will be equipped with additional materials to sanitize according to new protocols.
- » Additional staff breaks will be provided to allow for added hand washing.



## HAND SANITIZER LOCATIONS

- » Each ballpark entrance has added hand sanitizing stations with others located throughout the ballpark near concession stands, in restrooms, along the concourse, and at both retail stores.
- » Tickets, personal items, and bags are to be held by guests only – staff will scan or view without contact.
- » **PERMISSIBLE ITEMS:** One sealed, plastic water bottle per guest is permitted, as in previous seasons.
- » Please note, all ballpark water fountains are temporarily closed. For a list of prohibited items, please visit [yardgoatsbaseball.com](http://yardgoatsbaseball.com).



## PAYMENTS

- » Dunkin' Donuts Park is now a cashless/contactless venue (i.e. guests handle own cards). Apple Pay, Google Pay and credit/debit cards will be accepted at the Box Office, Yard Goats Team Store, and food and beverage locations.
- » All advance tickets will be delivered digitally. Physical printing at the box office windows will only be enabled for gameday purchases from one hour before gates open through the end of the game.
- » Guests are encouraged to purchase tickets online, in advance.



## BALLPARK EXIT

- » Communication will be made via videoboard, PA announcements, and appropriate staff.
- » Guests are encouraged to exit via the closest possible gate - Main Gate, The Hartford Gate, Frontier Gate, and Center Field Gate.



## TICKETS & SEATING

- » All tickets will be digital.
- » Groups of seats will be sold as pods with each pod not exceeding six people. Each pod will be six feet from other pods in a seating section.

## EXAMPLE SEATING SECTION

