

# COVID-19 READINESS PLAN

A GUIDE TO OPERATING  
JOSEPH P. RILEY, JR. PARK





## GENERAL STATEMENT

The Charleston RiverDogs have prepared this document to assist with navigating the policies and best practices for operating at Joseph P. Riley, Jr. Park within the environment of the COVID-19 epidemic for ticketed events. The contents herein are intended to preserve the safety of staff, players, fans and other patrons as the case may be, and they supersede any prior instruction by the Team.

The RiverDogs will continue to follow the guidance of national, state and local governments and agencies, as well as the directives of Major League Baseball and the Tampa Bay Rays, to develop and update these policies. The input of local, regional medical and health partners will also play a significant role in the continued development of the below policies and best practices. As necessary and appropriate, these guidelines, policies and best practices may be changed and/or modified.

## BALLPARK OPERATIONS

- A. Staff/Guest Sanitation Amenities:** The RiverDogs have added hand-sanitizing stations throughout Riley Park, including at gates, concession stands, and restroom entrances.
- B. Face Coverings:** Fans are NOT required to wear masks; however, in accordance with CDC guidelines, fans who are not vaccinated are encouraged to wear masks when not actively eating or drinking.
- C. Cashless Purchasing:** The RiverDogs will install cashless options at all major points of sale in or about the Ballpark. This will be achieved through the investment in touchless units that will connect to and will provide fans the ability to tap or insert their credit card without interpersonal bodily interaction. Furthermore, the RiverDogs will introduce new technology that will allow for fans to order food and beverage on mobile devices for pickup or delivery in an effort to reduce lines at concession stands.
- D. Paperless Ticketing:** The RiverDogs' ticket operation will go to a paperless system, where all ticket purchases and account management will be done through its web-based system.
- E. No Bag Policy:** In an effort to eliminate bag checks, the RiverDogs will implement a No Bag Policy for all guests, except for small purses, medical bags and diaper bags.



## STAFFING POLICIES

- A. All staff members shall be required to wear masks.
- B. Staff members will be required to stay home if not feeling well.
- C. Staff will be instructed to make the following changes to attendee-facing interactions, without limitation:
  - I. Prohibit handshaking and physical contact with guests and other employees.
  - II. Employees will be required to wear masks when handing items to attendees.
  - III. Prior to the start of each shift, and continuing when appropriate, employees will be required to wash their hands.
- D. Ongoing training to educate staff on new, updated guidelines and procedures.

## TICKETING & SEATING CHART

The RiverDogs will responsibly ramp up the number of fans permitted in the ballpark while following applicable guidelines from the City of Charleston and the CDC.

## COMMUNICATION / MESSAGING

- A. Posted "Stop the Spread" and "COVID-19" signage in areas with high visibility to attendees, employees and team personnel.
- B. Other awareness and instructional signage posted throughout the ballpark.
- C. Frequent video and public address announcements will promote proper cleanliness.
- D. The RiverDogs will create social media & e-blast awareness campaigns on best practices for attendees and guests visiting Joseph P. Riley, Jr. Park.

## CLEANING & SANITATION

- A. Comprehensive Sanitation: The RiverDogs will implement a fully-developed Operations Cleaning Guide which shall include set up and tear down cleaning, routine cleaning and maintenance, and game day/event cleaning.
- B. Ballpark Washdowns: The RiverDogs have invested in top-of-the-line cleaning equipment and products to be used on porous surfaces including, without limitation, concrete walls, walkways and seating. This shall be a standard process that will be repeated throughout the season beginning prior to Opening Day.
- C. Restrooms: Restrooms will be cleaned with top-of-the-line cleaning equipment and products on a daily basis and throughout ballgames/events. Doors to the restrooms shall be propped open to encourage touchless entry and exit.
- D. Walking Paths/Stairwells/Elevators: High traffic and confined spaces will be thoroughly cleaned with top-of-the-line cleaning equipment and products on a routine basis and throughout ballgames/events, with a particular focus on high touch surfaces in an effort to ensure the health and safety of Riley Park patrons and staff. Elevator capacity shall be limited to one family.
- E. Game Day and Event Cleaning Operations: All staff engaging in cleaning of the Ballpark will be required to wear protective gloves and masks at all times.