



**2021**

**SHOREBIRDS COVID-19  
READINESS PLAN**

*(AS OF MARCH 18, 2021)*



## 1. SHOREBIRDS GENERAL STATEMENT

The Delmarva Shorebirds, Class-A Affiliate of the Baltimore Orioles and member of the Low-A East League, worked with local and state health departments to identify the best practices to ensure people's safety when visiting Arthur W. Perdue Stadium. In this document, the Shorebirds outlined new protective measures that will be implemented around Perdue Stadium with the intention of preserving the safety of staff, players, and fans when attending an event at the stadium.

The Shorebirds will continue to follow the guidance of state and local health officials, as well as Major League Baseball, while continuously monitoring and developing the following measures. As new information is released, the Shorebirds will update this Covid-19 Readiness Plan, while revisiting different restrictions at the stadium in adherence with the set guidelines.

## 2. CASHLESS PAYMENT

At every point of sale location inside Perdue Stadium, fans will be asked to pay via credit or debit card to limit direct contact between staff and guests as we operate a cashless facility. This includes Shorebirds concessions, parking, tickets, and merchandise that will all feature cashless-able systems. For guests that do not have credit/debit cards, the Shorebirds will have a location in the stadium where fans are able to purchase gift cards to use as currency in-stadium.

## 3. SOCIAL DISTANCE SEATING

Adhering with all guidelines provided by health officials and Major League Baseball (MLB), all Arthur W. Perdue Stadium seating will be socially distanced per the regulations at that time.

- A. The Shorebirds will create a new seating chart to allow proper distancing between fans which decreases the Perdue Stadium capacity
  - Per current Maryland Executive Orders, Perdue Stadium allows for 50% capacity as of March 18, 2021
- B. Seating will be mapped out by pods for fans to purchase with rows and seats remaining vacant to adhere with proper social distancing guidelines
- C. Suite capacity will operate with reduced capacity to promote proper social distancing in accordance with health and safety guidelines. All suites will be available for use each game with plexiglass installed to distinctly separate outside seating between each suite
- D. Hospitality areas will operate with reduced capacity to promote proper social distancing in accordance with health and safety guidelines

## 4. BALLPARK SANITATION

The Delmarva Shorebirds staff will regularly clean and disinfect all surfaces throughout Perdue Stadium. This will include, but is not limited to, the following measures:

- A.** Cleaning and disinfecting all ballpark surfaces through disinfectant-spray and wipes with increased regularity to ensure safe touchpoints
- B.** Hand sanitizing stations will be located throughout the stadium for staff & public use
- C.** Disinfectant foggers will be used in all enclosed areas inside Perdue Stadium daily to ensure fan safety for every event at the stadium

## 5. STAFFING POLICIES

All Shorebirds staff will follow a proper screening process and work within the current health and safety guidelines before entering the stadium.

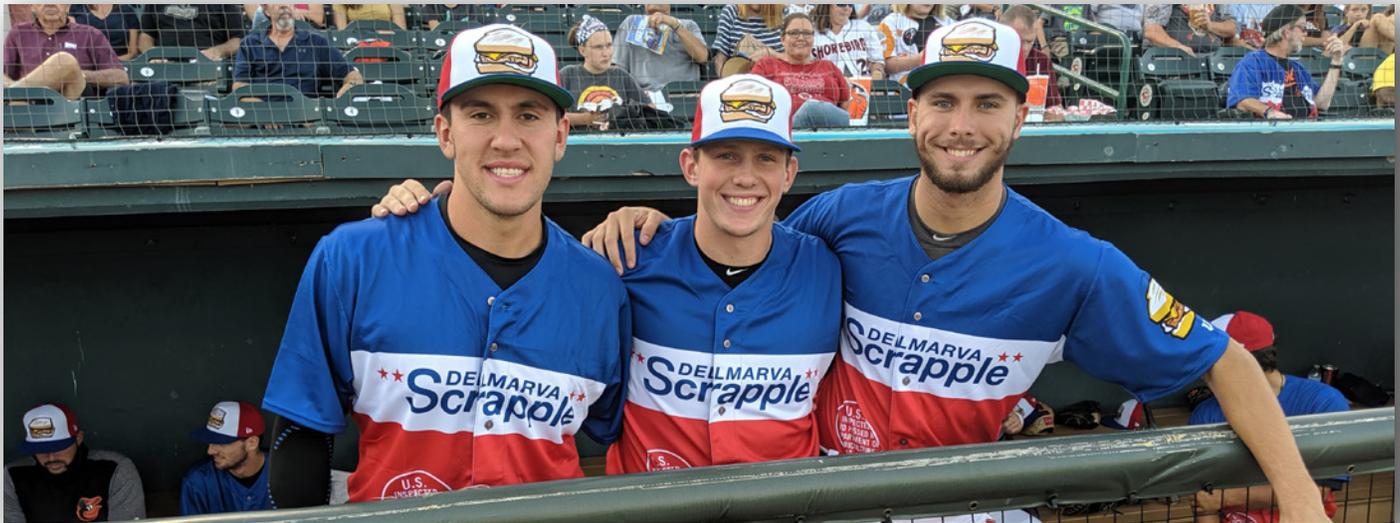
- A.** All full-time, part-time, third-party staff members, and interns will be screened before entering the stadium to ensure the safety of everyone
- B.** All staff members will be required to wear a mask and wear protective gloves as needed
- C.** Staff will be instructed to make the following changes when interacting with fans
  - Handshaking & physical contact with other guests and employees is prohibited
  - Handouts such as play ball and bingo cards will be distributed on a table located near each entrance removing contact between fans and staff members
- D.** Throughout the season, the Shorebirds will train and educate staff on proper protective measures as guidelines are updated by health officials and MLB

## 6. FOOD & BEVERAGE POLICIES

The following protocols will be put in place as it pertains to the Shorebirds and Professional Sports Catering food and beverage operations:

- A.** All surfaces will be disinfected prior, during, and after each event
- B.** For all buffets and condiment areas, meals & condiments will either be pre-packaged or distributed by a Shorebirds staff member as opposed to communal serving areas
- C.** All staff to fan interaction points have plexiglass installed to limit contact
- D.** All concessions have markers to ensure social distancing when standing in lines
- E.** In an effort to avoid lines and congregations of people, fans will have the ability to purchase concessions from their seat via mobile ordering at select locations





## 7. CLUBHOUSE & ON-FIELD PERSONNEL

In order to ensure the safest conditions for all players, coaches, and staff, the Shorebirds will work with MLB, the Baltimore Orioles, the Low-A East League, and health officials to implement the following standards:

- A.** Regular cleaning and disinfecting through wipes, disinfectant spray, and foggers will take place in the home and visiting clubhouses as well as the umpires locker room
- B.** Clubhouse and on-field access will be limited to essential personnel only prohibiting media, fans, and most front office staff members from engaging with the Shorebirds players, coaches, and staff
- C.** Seats, around the dugouts and bullpens will be sectioned off and fans will be prohibited from entering the buffer zone

The Shorebirds will rely on instruction from MLB, the Baltimore Orioles, and health officials on proper health and safety regulations to ensure a safe environment for all personnel including travel, dugouts, etc.

## 8. ARTHUR W. PERDUE STADIUM ENTRY

All guests entering Perdue Stadium will be required to adhere to the following measures:

- A.** As fans approach the stadium, the Shorebirds will be playing COVID-19 messaging through an outdoor speaker system promoting proper practices
- B.** All fans are required to wear a mask when entering Perdue Stadium and the mask must remain on unless eating or drinking at your designated seat in accordance with MLB guidelines
- C.** Signage will be posted outside of Perdue Stadium to ensure proper social distancing when waiting in line for entry. In addition, barrier gates with Covid messaging will be strategically placed at all entrances and exits to help direct fans where to enter.
- D.** In an effort to minimize touch points on gameday, the Shorebirds will limit bags in 2021 with exception of medical bags and diaper bags for an infant
- E.** Fans will enter through specific gates, labeled by signs dependent on seat location
- F.** All fans will scan their tickets through digital ticket scanner pedestals upon arrival

## 9. TICKET PURCHASE / SERVICING

All tickets for Shorebirds home games will be available digital or print-at-home only. Fans are expected to either have their tickets on a mobile device or can print them at home for entry into Perdue Stadium.

- A.** Only select ticket windows will be open on gameday to ensure proper distancing
- B.** Purchasing tickets online in advance is strongly encouraged and all walk-up tickets at Perdue Stadium will be sent digitally through email for entry into the stadium
- C.** Barrier gates, signage, and spacing markers will be posted near all ticket windows to promote proper distancing amongst fans waiting in line
- D.** Fans will be asked to have tickets on a mobile device or print their tickets at home to scan with the Shorebirds digital scanners before entering the stadium
- E.** For more information in regard to digital tickets, please refer to the Shorebirds website at [www.theshorebirds.com](http://www.theshorebirds.com)

The Shorebirds will have on-site staff available at all entrances to help fans scan their digital tickets if needed.

## 10. COMMUNICATION / MESSAGING

Messaging will be posted all around Perdue Stadium promoting social distancing, protective guidelines, and information on new touchless interactive elements for fans to enjoy. All messaging will be consistent and highly visible to fans, staff, and team personnel promoting protective practices to keep everyone safe.

- A.** As fans approach the stadium, the Shorebirds will be playing COVID-19 messaging through an outdoor speaker system promoting proper practices
- B.** Frequent videoboard and public address announcements will promote proper guidelines for fans when inside the ballpark each game
- C.** Messages will be displayed through multiple forms of static communication
  - 40 Concourse signs placed around the ballpark
  - 30 A-frame double sided signs located at all entrances promoting the following
    - Directional signage (exit here, enter here, area closed)
    - Enter here signage depending on your ticket section
    - Protective measure signage
    - Inherent risk signage
  - 34 Barrier gates with covers to assist with direction outside the stadium and inside the stadium when needed promoting protective practices for fans
- D.** The Shorebirds will include a button on all email newsletters where fans can learn more about the protective measures and best practices.
- E.** The Shorebirds will have a webpage hosted 24/7 dedicated to Covid-19 protective measures and best practices when visiting the stadium where all newsletters and social media posts will link back to.
- F.** The Shorebirds will send out social media posts and emails prior to the season showing people the new measures in place and what fans can expect when attending games

## 11. FAN EXPERIENCE

The following are restrictions and guidelines for specific areas inside Perdue Stadium:

### A. Kids Zone

- The Shorebirds kid zone will not operate for the 2021 season. Alternatively, the Shorebirds will have fun, engaging aspects for kids that will allow fans to be able to engage with from their seat.

### B. Concourse Flow

- Signage will be located around the ballpark helping direct people to where they need to go inside Perdue Stadium promoting proper social distancing
- Stanchions and cones will be utilized to promote social distancing between customers waiting in line
- In the event of inclement weather, the Shorebirds will expand access to covered areas to ensure proper distancing

### C. Restrooms

- Exterior doors to all restrooms will be propped open to ensure touchless points
- Restrooms will be sanitized frequently before, during, and after a event, while cleaning and disinfecting all surfaces with disinfectant spray, wipes, and foggers
- Every other sink, urinal, and stall in all restrooms will be disabled to promote proper social distancing

### D. Team Store (Flock Shop) and Front Office

- A limited number of guests will be allowed in the team store and front office at one time and will be reflective on the current guidelines at that time
- Masks will be required and guest are encouraged to not try anything on to limit contact between customers

### E. Promotions and On-field Activities

- Autographs with players and coaches will not be permitted
- No fans will be allowed on the field at anytime before, during, or after the game
- All in-between inning games will take place on the videoboard or off the field in accordance with social distancing rules provided by MLB and health officials
- National anthem, playball kid of the game, and pregame festivities will take place off the playing field and be displayed on the videoboard.

### F. Medical Services

- The Shorebirds will work closely with its medical partners to implement proper protocols for medical services at ballpark events

## 12. PARKING

Payment for parking at Perdue Stadium will only be accepted via credit/debit card through the Shorebirds parking servicer CLUTCH to limit contact between staff members and fans

- A. Fans are strongly encouraged to purchase parking passes in advance through the Shorebirds parking servicer CLUTCH, which can be found at [theshorebirds.com](http://theshorebirds.com). If a parking pass is not purchased in advance, fans will be asked to pay at the stadium via credit card to a Shorebirds attendant.
- B. Parking attendants will be available to help at all entrances and more information can be found on the Shorebirds website at [www.theshorebirds.com](http://www.theshorebirds.com).