



# RE-OPENING PROTOCOLS

A GUIDE TO OPERATING JACKIE ROBINSON BALLPARK







## 1. GENERAL STATEMENT

On behalf of the Daytona Tortugas, member of the Advanced A Florida State League, the practices identified below represent practical best efforts to proactively invest and keep our community safe when attending functions, events and games at Jackie Robinson Ballpark, in preparation for the 2020 season. The outlined steps and initiatives are intended to preserve the safety of staff, players, fans, and guests.

The Tortugas will continue to follow the guidance of national, state and local agencies, as well as the directives of MLB, the Cincinnati Reds and MiLB, to develop these policies and to determine the appropriate time for hosting events of various scopes at Jackie Robinson Ballpark. 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.

## 2. CASHLESS PAYMENT

**A.** The Tortugas will work toward operating cashless facilities, including in the areas of parking, food/beverage, ticketing, and merchandise. This will limit direct contact between employees and guests.

## 3. SOCIALLY DISTANT SEATING

**A.** To allow for proper social distancing, the Tortugas will limit the number of tickets in each individual seating section, thus decreasing the overall capacity of Jackie Robinson Ballpark.

**B.** Rows and seats will remain vacant to maintain proper distancing between parties.

**C.** Group and hospitality areas will operate with reduced capacity to allow and promote proper social distancing.

## 4. BALLPARK SANITATION

**A.** Increased regularity and scope of ballpark washdowns and cleanings.

**B.** The Tortugas are considering disinfectant-spraying for no-wipe cleaning of ballpark surfaces.

**C.** Added hand sanitizing stations for public and employee use around the ballpark.



## 5. STAFFING POLICIES

- A. Temperature check for all part-time, full-time, contracted third-party staff members, and interns prior to entering the ballpark.
- B. All fan-facing staff members shall be required to wear protective masks, as necessitated by current guidelines and best practices policies.
- C. Staff will be instructed to make the following changes to fan-facing interactions, without limitation:
  - I. Prohibit handshaking and physical contact with guests and other employees.
  - II. Employees will be required to wear protective gloves and masks when handing items to fans.
  - III. Prior to the start of each shift, and continuing when appropriate, employees will be required to wash their hands and put on a new pair of gloves.
- D. Ongoing training to educate staff on new, updated guidelines and procedures.

## 6. JACKIE ROBINSON BALLPARK ENTRY & EXIT

- A. The Tortugas will encourage proper distancing upon entry, including, without limitation, walkways and sidewalks leading to ballpark entrances.
- B. Stanchions and/or spacing markers will promote proper distancing between customers waiting in lines.
- C. Additional gates, when applicable, will be utilized to create more space amongst customers entering and exiting Jackie Robinson Ballpark.

## 7. TICKET PURCHASE / SERVICING

- A. Select ticket windows will be closed to ensure proper distancing between patrons.
- B. Printed tickets will be limited and only utilized when necessary; print-at-home tickets and online/ mobile tickets will be encouraged.
- C. Stanchions and/or spacing markers will promote proper distancing between customers waiting in lines.

## 8. FOOD AND BEVERAGE POLICIES

- A. The Tortugas will put the following food and beverage protocols in place:
  - I. All employees will be required to wear masks and gloves.
- B. The Tortugas are exploring additional food and beverage enhancements to protect staff and customers throughout the food buying and serving process.

## 9. COMMUNICATION / MESSAGING

- A. Posted "Stop the Spread" and "COVID-19" signage in areas with high visibility to fans, 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, distancing and similar health practices for customers.





## 10. FAN EXPERIENCE

### A. Kid's Zone

I. The Tortugas will not operate traditional Kid's Zone attractions such as bounce house and playground.

### B. Concourse Flow

I. Stanchions and/or spacing markers will promote proper distancing between customers waiting in lines on the main concourse.

### C. Restrooms

I. Doors will be propped open to encourage touchless entry/exit.

II. Restrooms will be sanitized frequently with disinfectant along all surfaces on a regular basis.

III. Every other sink and urinal will be disabled to allow for proper distancing.

### D. Team Store

I. The Tortugas will limit the number of people allowed inside the team store based on current social distancing guidelines.

### E. Promotions/On-Field Activities

I. Autograph sessions with players will not be permitted.

II. Players will not be permitted to throw baseballs or other items into seating areas.

III. All between-inning promotions will abide by proper distancing guidelines.

IV. On-field activities such as Ceremonial First Pitches will be conducted with heightened restrictions which shall include, without limitation, proper distancing, the wearing of protective gloves and/or masks and tossing to a family member as opposed to a player. With respect to the singing of the National Anthem, a sneeze guard on the microphone stand will be used.

## 11. CLUBHOUSE & ON-FIELD PERSONNEL

A. In order to ensure all players are placed in the safest conditions possible, the Tortugas will work with Major League Baseball, the Cincinnati Reds, MiLB and the Florida State League to implement the following standards:

I. Increased cleanliness in the home and visiting clubhouses.

II. The Tortugas will implement restrictions on clubhouse access.

III. Buffet-style food service will be discontinued and all utensils must be pre-packaged.

IV. Limitations on the use of commonly "spit" items, including, but not limited to seeds, gum and peanuts.

V. Hand sanitizer units will be placed in the home and visiting dugout.

B. The Tortugas will follow the guidance of Major League Baseball, the Cincinnati Reds, MiLB and the Florida State League regarding player and on-field personnel health and safety, including travel, fan/media interaction, dugouts, etc.

