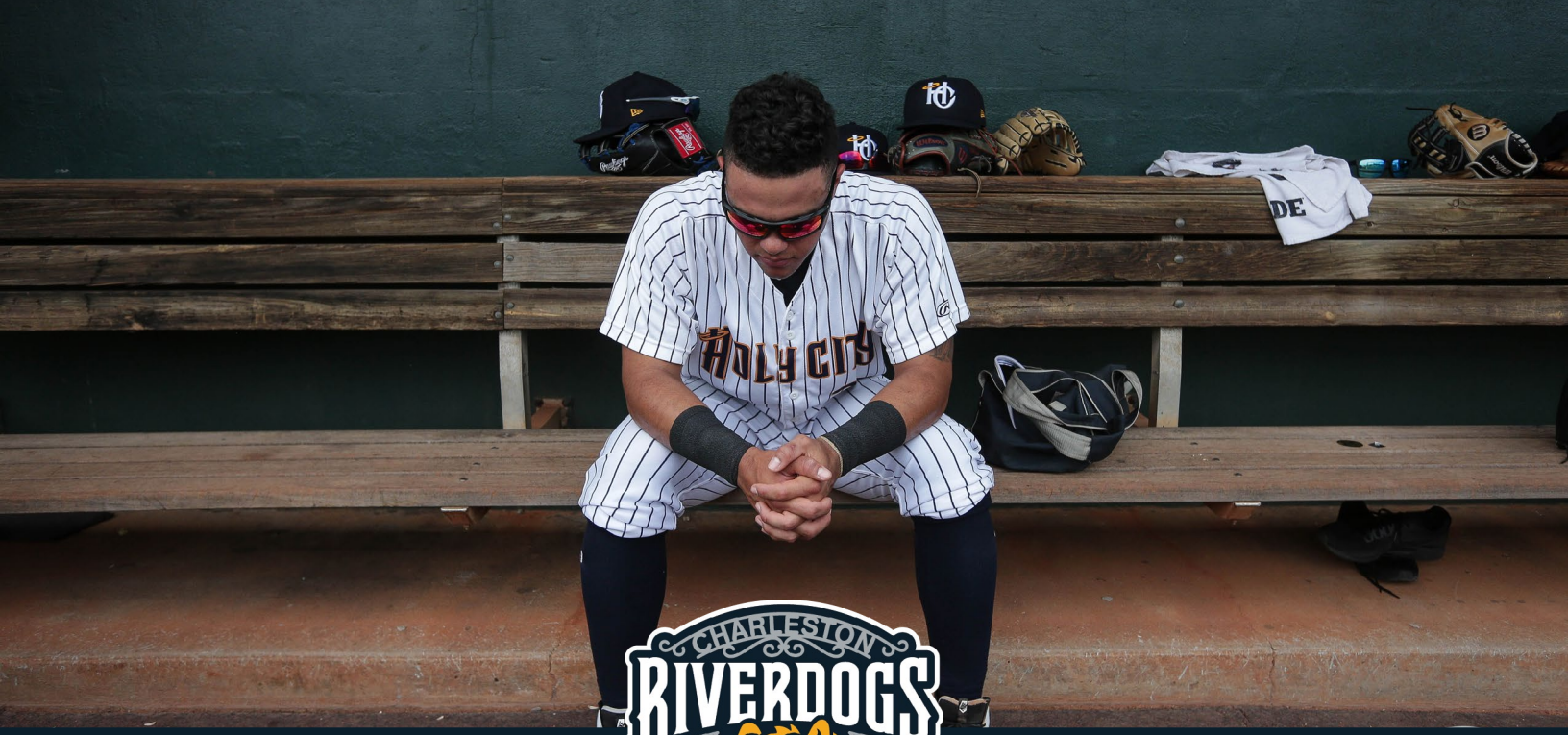


# COVID-19 READINESS PLAN

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







## 1. GENERAL STATEMENT

On behalf of the Charleston RiverDogs, member of the Class Single-A South Atlantic League, the practices identified below represent practical best efforts to proactively invest and keep our community safe when attending functions, events and games at Joseph P. Riley, Jr. Park, within the environment of the COVID-19 pandemic. The outlined steps and initiatives are intended to preserve the safety of staff, players, attendees, and guests.

The RiverDogs will continue to follow the guidance of national, state and local agencies, as well as the directives of its member leagues, to develop these policies and to determine the appropriate time for hosting events of various scopes at each ballpark. The input of local and regional medical and health partners will also play a significant role in informing the below policies.

## 2. CASHLESS PAYMENT

**A.** The RiverDogs will work toward operating a cashless facility, 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.** The RiverDogs will re-create its existing facility seating manifest to allow for proper distancing, thus decreasing overall ballpark capacity.
- B.** Rows and seats will remain vacant to maintain proper distancing between familial parties.
- C.** Group and hospitality areas will operate with reduced capacity to promote proper distancing.

## 4. BALLPARK SANITATION

- A.** Increased regularity and scope of washdowns and cleanings.
- B.** The RiverDogs have added disinfectant-spraying for no-wipe cleaning of ballpark surfaces.
- C.** Added hand sanitizing stations for public and employee use around the ballpark.
- D.** The RiverDogs will consider the addition of ionizers and/or disinfectant foggers in enclosed ballpark areas.



## 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 attendee-facing staff members shall be required to wear masks, as necessitated by current guidelines and best practices policies.
- 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.

## 6. JOSEPH P. RILEY, JR. PARK ENTRY / EXIT

- A. All patrons will be subject to health screenings prior to entry and will be required to wear a mask.
- B. The RiverDogs will work with local law enforcement to encourage proper distancing upon entry, including, without limitation, walkways and sidewalks leading to ballpark entrances.
- C. Stanchions and/or spacing markers will promote proper distancing between customers waiting in lines.
- D. Additional gates will be utilized to create more space amongst customers entering the ballpark.
- E. Security wandling that places employees within 6 feet of customers will be replaced by new security protocols.

## 7. TICKET PURCHASE / SERVICING

- A. Select ticket windows will be closed to ensure proper distancing between patrons.
- B. As a general practice, no tickets will be printed and handed on-site. Instead, box office personnel will email tickets to a customer's device.
- C. Stanchions and/or spacing markers will promote proper distancing between customers waiting in lines.

## 8. FAN EXPERIENCE

- A. Concourse Flow
  - I. Concourses will be separated to create defined traffic flow (e.g. each side of the concourse is one-way-only traffic) and to keep proper distancing.
  - II. Stanchions and/or spacing markers will promote proper distancing between customers waiting in lines on the main concourse.
  - III. In the event of rainstorms, or other situations requiring customers to find cover, the RiverDogs will expand access to covered areas to ensure proper distancing.
- B. Restrooms
  - I. Doors will be propped open to encourage touchless entry/exit.
  - II. Restrooms will be sanitized frequently with disinfectant along all surfaces and an enzyme solution will be applied to all surfaces at the conclusion of each homestand.



III. The RiverDogs will work in conjunction with the City of Charleston and its paper goods partners to evaluate touchless enhancements, including motion-sensor dispensers and flush valves, in restrooms.

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

**C. Team Store**

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

II. Stanchions and/or spacing markers will promote proper distancing between customers waiting in line and walking through the store.

**D. Medical Services**

I. The RiverDogs will work closely with its community medical partners to implement stringent protocols in place for medical services at all ballpark events.

## 9. FOOD AND BEVERAGE POLICIES

A. The following protocols will be put into place as it pertains to the RiverDogs' food and beverage operation:

I. All employees will be required to wear protective masks and gloves.

II. Additional staff positions will be hired specifically to disinfect surfaces before, during and after events.

III. Employees will serve all attendees from buffets and condiment stations. Condiments and similar items will be served using pre-packaged servings as opposed to communal servings.

## 10. SEGRA CLUB AT RILEY PARK

- All wait staff and food runners will wear protective gloves and masks during the event.

- A hand sanitizing unit will be available in or around club entrances.

- A manned food station will be set up for food service, or guests can preorder items on a personalized menu.

- All condiments will be prepackaged and delivered directly from club kitchen. Prepackaged condiments are to be distributed only upon request.

- An assigned attendant shall constantly disinfect the room, doors, handles, chairs, and tables before, during and after the event.

- Our catering partner has developed in house policies and procedures for the events operated by them in the space; this has been viewed and approved by our VP of Food and Beverage.



## 11. 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, distancing and similar health practices for customers.
- D.** The RiverDogs will create social media & e-blast awareness campaigns on best practices for attendees and guests visiting Joseph P. Riley, Jr. Park.

