

# COVID-19 READINESS PLAN



LAST UPDATE: APRIL 20, 2021



# TABLE OF CONTENTS

General Statement.....3

Cash Payments.....4

Social Distant Seating.....4

Ballpark Sanitation.....4

Staffing Policies.....5

Clubhouse & On Field Personnel.....6

Ballpark Entry/Exit.....6

Ticket Purchase/Seating.....7

Fan Experience.....7/8

Food & Beverage.....8

Communication/Messaging.....9

Capacity & Seating Chart.....10



## 1. GENERAL STATEMENT

On behalf of the Trenton Thunder, presented by NJM Insurance Group, host of the AAA Blue Jays, and members of MLB Draft League, the practices identified below represent practical best efforts to proactively invest and keep our community safe when attending functions, events, and games at Trenton Thunder Ballpark, in preparation for the 2021 season. The outlined steps and initiatives are intended to preserve the safety of staff, players, fans, and guests. The Thunder will continue to follow the guidance of national organizations such as the CDC, State of NJ, and Mercer County, 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.

We will coordinate and communicate with Mercer County and Mercer County Parks Commission on all matters. An approval from the Executive Director of Mercer County Parks Commission will be obtained prior to the season starting.



## 2. CASH PAYMENTS

The Thunder will continue to collect cash during the season but encourage fans to pay by credit card. An ATM will not be available inside the park. The ballpark accepts credit cards at all concession locations and inside the main merchandise store. The Thunder will collect cash for parking at Trenton Thunder Ballpark but are encouraging fans to pay with exact change (\$5).

## 3. SOCIALLY DISTANT SEATING

The Thunder will look to re-create its existing facility seating manifest if social distancing guidelines continue during the season. If facility seating manifest is re-created:

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

**B.** Group and hospitality areas may operate with reduced capacity to promote proper distancing depending on size of the client.

## 4. BALLPARK SANITIZATION

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

**B.** The Thunder will consider disinfectant-spraying for no-wipe cleaning of ballpark surfaces.

**C.** Added hand sanitizing stations, thanks to Horizon Blue Cross and Blue Shield of NJ, for public and employee use around the ballpark.

**D.** The Thunder will work with our current cleaning companies (in stadium, executive offices, and clubhouses) to make sure the ballpark is cleaned prior to homestands and after all games and events.

## 5. STAFFING POLICIES

**A.** Temperature checks for all part-time, full-time, contracted third-party staff members, and interns prior to entering the ballpark.

**B.** All staff members shall be required to wear protective gloves and masks, as necessitated by current guidelines and best practices policies.

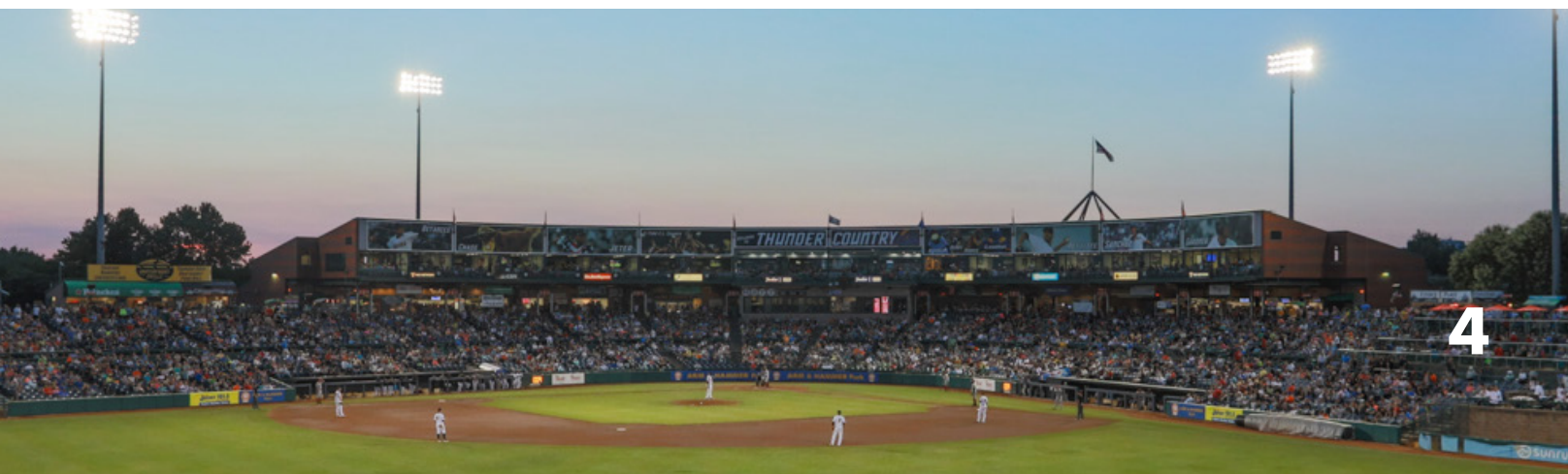
**C.** Staff will be instructed to make the following changes to fan-facing interactions, without limitation:

**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 and updated guidelines and procedures.





## 6. CLUBHOUSE & ON-FIELD PERSONNEL

**A.** In order to ensure all players are placed in the safest conditions, the Thunder will work with Major League Baseball and Prep Baseball Report to implement the following standards:

- I.** Increased cleanliness in the home and visiting clubhouses.
  - II.** Additional restrictions on clubhouse access – media and majority of the front office staff are likely to be prohibited.
  - III.** Players will not to sign autographs for fans inside or outside the stadium unless done in a controlled environment and player/coach are comfortable with the situation.
  - IV.** Limitations on the use of commonly “spit” items, including, but not limited to, seeds, gum, and peanuts.
  - V.** Playing field will be prohibited for all fans, staff and game day employees during the season per Major League Baseball. Only covered employees will have access to the field on game days.
- B.** The Thunder will follow the guidance of Major League Baseball regarding player and on-field personnel health and safety, including travel, fan/media interaction, dugouts, etc.

## 7. TRENTON THUNDER BALLPARK ENTRY/EXIT

- A.** All patrons will be required to wear a face mask.
- B.** The Thunder will work with local law enforcement & Thunder in-house security staff to encourage proper distancing upon entry, including, without limitation, walkways and sidewalks leading to ballpark entrances.
- C.** Spacing markers will promote proper distancing between customers waiting in lines.

**E.** No fans may enter the elevator lobby until the elevator is ready to board. Depending on the size of the crowd, the Thunder may run two elevators alternating groups as they enter the lobby.

## 8. TICKET PURCHASE/SERVICING

- A.** Fans who arrive at the game and still need tickets will be encouraged to purchase them on a smartphone rather than at the ticket window. Instructions will be available. Digital tickets will be delivered instantly.
- B.** Select ticket windows will be closed to ensure proper distancing between patrons.
- B.** As a general practice, the Thunder would recommend purchasing tickets prior to the game instead of walkup. All tickets purchased prior to walk up will be emailed to the customer.
- C.** Spacing markers will promote proper distancing between customers waiting in lines.
- D.** Season ticket and group/hospitality customers will have the option of contactless ticket distribution; all subsequent exchanges or additional ticket requests will be conducted electronically.

## 9. FAN EXPERIENCE

- A.** Fans will be required to wear protective masks. Gaiters and masks with vents will not be permitted.
- B.** The Thunder will not operate traditional kids zone attractions such as bounce houses. Other attractions that allow for proper distancing will be subject to heightened safety standards, including disinfecting between users and proper distancing while waiting in line.
- C.** Concourse Flow
- I.** Stanchions and/or spacing markers will promote proper distancing between customers waiting in lines on the main concourse.
- D.** Bag Policy
- I.** Only clear bags, diaper bags, and medical bags will be permitted.

**E. Restrooms**

- I. Doors will be propped open to encourage touchless entry/exit. Men’s restroom will have a one-way entrance and one-way 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 Thunder will work in conjunction with the County of Mercer and its paper goods partners to evaluate touchless enhancements.

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

**F. Team Store**

- I. The Thunder will limit the number of people allowed inside the team store based on current social distancing guidelines.
- II. Spacing markers will promote proper distancing between customers waiting in line and walking through the store.

**G. Promotions/Player Activites**

- 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 pregame and in-game promotions will not take place on the field.

**H. Medical Services**

I. The Thunder will work closely with its community medical partners to implement stringent protocols in place for medical services at all ballpark events. The Thunder will continue to employ Capital Health EMT’s at every Thunder home game.

**10. FOOD & BEVERAGE POLICIES**

- A. The following protocols will be put into place as it pertains to the Thunder 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 fans from buffets and condiment stations. Condiments and similar items will be served using pre-packaged servings as opposed to communal servings.
- IV. Each cashier will have a plastic partition in front of them.
- V. People in lines will stand at least 6 ft. apart.
- VI. Mobile ordering offered. More information will be released as we get close to the 2021 season.

**11. COMMUNICATION/MESSAGING**

- A. Posted “Wash Your Hands” Bathroom signs in each restroom located on the concourse and luxury suite level 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.
- D. The Thunder will create social media & email awareness campaigns on best practices for fans and guests visiting Trenton Thunder Ballpark.



# 11. CAPACITY & SEATING CHART

## Total Ballpark Capacity

**6,120** in Seating Bowl

**340** in Picnic Area

**120** in Capital City Club

**50** in Clubhouse Suite

**25** per Standard Suite

## Social Distanced Seating Example

(based on 30% capacity)

