

# 2021 COVID-19 PROTOCOLS

A GUIDE TO OPERATING  
AT HODGETOWN



⇒ **HODGETOWN** ⇒



## **GENERAL STATEMENT**

The operations identified below represent practical, best efforts to proactively invest in and keep our community safe while attending events at HODGETOWN. Please consider this COVID-19 protocols guide to operating at HODGETOWN as a brief summary of our plans to ensure the safety and welfare of our players, staff, and guests during the 2021 Minor League Baseball Season.

## **POLICIES**

### **I. BUFFER ZONE**

In order to properly create a safety buffer zone between players and public access spaces, we have determined that we will need to restrict access to the following areas of HODGETOWN to meet MLB Buffer Criteria:

- A. Dugouts**
- B. Home Bullpen (LF)**
- C. Visiting Bullpen (RF)**





# DUGOUT BUFFER ZONES

## BUFFER ZONE ON SEATING MANIFEST

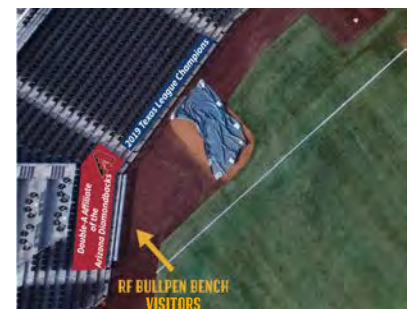
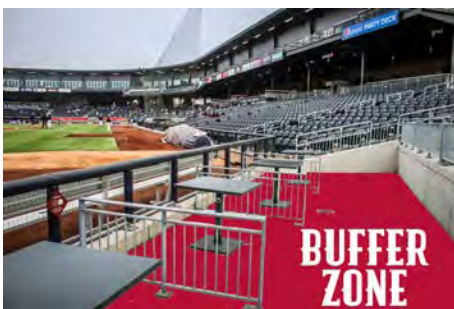
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# BULLPEN BUFFER ZONES

## BUFFER ZONE ON SEATING MANIFEST

Field	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100
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**16' BUFFER ZONE FROM BULLPEN BENCH TO SECOND TIER  
FIRST TIER ELIMINATED DUE TO BUFFER ZONE**



## 2. BALLPARK SANITATION & CLEANING

**A.** Disinfectant wipe-down cleanings with CDC-approved cleaners of high-touch ballpark surfaces every 30 minutes.

**B.** Addition of 90 hand sanitizing stations for public and employee use around the ballpark.

**C.** Team management has invested in and installed the REME Halo LED/UV light air-purifying system for all indoor spaces of HODGETOWN. UV Light has proven to kill many viruses and germs (including COVID-19) and to prevent them from living on surfaces.

**D.** Addition of hydrostatic cleaning to high touchpoint areas before each homestand at HODGETOWN.

**E.** Dedicated sanitizing staff hired for all events to clean & sanitize all touchpoint areas.

- i.** Crew required to wear gloves at all times and change their gloves every 30 minutes.
- ii.** Continuously wipe down drink railings and tables around the concourse.
- iii.** Sanitize all tables and dining areas in the Fairly Group Club Level before & after each use.
- iv.** Daily checklists in each bathroom with a cleaning supervisor signing off to ensure it has been thoroughly inspected every 30 minutes throughout the event.



## 3. STAFFING

**A.** All staff members will be required to wear protective masks.

**B.** Staff will be instructed to make the following changes to guest-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 guests.
- iii.** Prior to the start of each shift, and continuing when appropriate, employees will be required to frequently wash their hands.
- iv.** Ongoing training to educate staff on new, updated guidelines and procedures.
- iv.** Hand sanitizer will be provided in all employee areas and hand sanitizer will be no further than 50 feet from each work station.

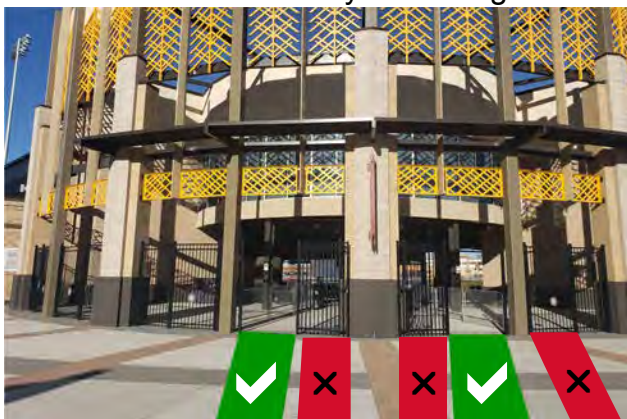


## 4. TICKET PURCHASE/SERVICE

- A. Select ticket windows will be closed to ensure proper distancing between patrons.
- B. Box office personnel will encourage the use of mobile ticketing to reduce the use of in-hand tickets.
- C. Stanchions and/or spacing markers will promote proper distancing between customers waiting in lines.
- D. Season ticket and group/hospitality customers will be encouraged to utilize digital ticket distribution; all subsequent exchanges or additional ticket requests will be encouraged to remain contactless.
- E. All ticket windows and counters are to be sprayed before and after each event, and wiped down every 30 minutes during an event.

## 5. HODGETOWN ENTRANCE/EXIT

- A. Stanchions and floor space markers will be placed according to CDC protocols, and additional personnel will be present to assist guests in staying properly distanced upon entering the facility.
- B. Entry gate lines will be widened to create more distance between guests.
- C. Up to two additional gate locations will be utilized for guest entry.
- D. All fans will be required to adhere to a Clear Bag Policy upon entering the stadium to enhance touchless security screenings.



NORTH LF  
ENTRANCE



MAIN ROTUNDA  
ENTRANCE





## 6. FAN EXPERIENCE

### A. Face Coverings

- i. Masks are required to enter HODGETOWN, and are required to be worn unless patron is actively eating or drinking in their ticketed seat. Face covering protocols are strictly enforced by full-time and part-time staff as well as security throughout each event.

### B. Cashless Payments

- i. HODGETOWN will work toward operating cashless facilities, including in the areas of ticketing, parking, food/beverage, and merchandise. This will limit direct contact between employees and guests.

### C. Restrooms

- i. All concourse level bathroom entry doors to be propped open during events to eliminate the high touchpoint.
- ii. Queue lines to be placed outside of each restroom.
- iii. Restrooms sanitized with disinfectant along all surfaces every 30 minutes.
- iv. Hands-free sanitizer dispensing units outside of each facility restroom for fans.
- v. Usher to patrol outside each restroom to monitor overcrowding.

### D. Team Store

- i. Cashless transactions only.
- ii. Specifically marked entrance and exit for guests.
- iii. Reduce the number of customers in the store to 30 fans at a time. (Normal Capacity: 60)
- iv. Sanitization of the store at least every 30 minutes.
- v. Sanitizer stations located throughout the store as well as disinfectant wipes upon entry.

### E. Usher/Ticket Takers

- i. Ushers will be located throughout the concourse to continue the flow of traffic.
- ii. Railings to be wiped with microfiber rags & CDC-approved disinfectant between innings.
- iii. Ushers prohibited from touching fans tickets when seat checking; fans will be required to show tickets.
- iv. Alcohol wristband stations to have one individual checking IDs while wearing gloves and a second individual placing wristbands on patrons while wearing gloves.

### F. Rain Delays

- i. Team will have pre-recorded digital and audio messaging that will be employed during any rain delay event. Messaging will promote mask wearing and encouraging fans to be as socially-distanced as possible. Messaging will also remind patrons that they may exit the stadium and may re-enter without issue if they cannot distance appropriately in the covered areas.

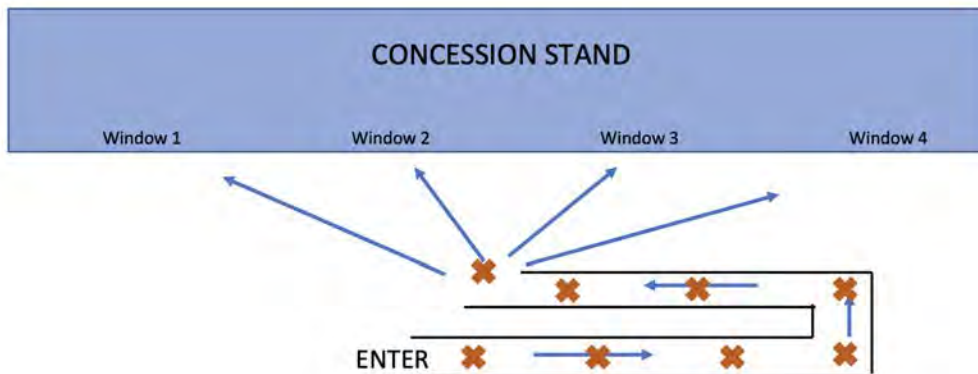
### G. Kid's Zone

- i. Inflatables will be closed down until attractions can be safely opened.




## 7. FOOD & BEVERAGE (DIAMOND CONCESSIONS)

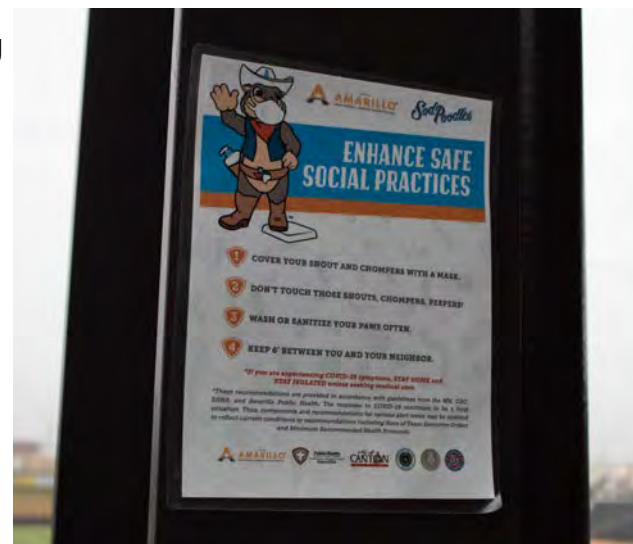
- A. All Diamond Concessions employees will be required to wear protective masks and gloves.
- B. Stanchions & space markers placed in concession lines to promote proper distancing between customers.
- C. No dining or picnic table allowed to have more than six (6) patrons throughout all areas of facility.
- D. All condiments provided upon request only and in pre-packaged packets.
- E. Hospitality areas to have:
  - i. Pre-wrapped cutlery.
  - ii. Food served by a Diamond Concessions staff member wearing a protective mask and gloves.
  - iii. Be wiped down with CDC-approved disinfectant and a microfiber rag before, during, and upon the completion of serving.
- F. Pre-packaged to-go style meals are available upon request at all concessions stands.



## 8. COMMUNICATION & MESSAGING

- A. All facility employees will be utilized to communicate and enforce HODGETOWN'S COVID-19 & mask-wearing policies
- A. Posted "Amarillo Prepared" 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. Signage placed in all restrooms to remind fans to thoroughly clean and sanitize their hands.

 = Six feet markings for customers to keep social distance in line.







## 8. COMMUNICATION & MESSAGING CONTINUED

- D. Frequent video and public address announcements will promote proper cleanliness, distancing and similar health practices for customers.
- E. Social media & e-blast awareness campaigns on best practices for fans and guests visiting HODGETOWN.
- F. COVID-19 and mask protocols will be communicated to fans upon purchase of tickets via online ticketing platform, in-person, and over the phone.



JUMBOTRON  
SIGNAGE



SOD POODLES  
CC-TV SIGNAGE



LEFT FIELD DIGITAL  
RIBBON SIGNAGE

