

COVID-19 READINESS PLAN





1. GENERAL STATEMENT

On behalf of the Fayetteville Woodpeckers, Houston Astros affiliate of the Carolina League, the practices identified below represent practical best efforts to proactively invest and keep our community safe when attending functions, events, and games at Segra Stadium. The outlined steps and initiatives are intended to preserve the safety of staff, players, fans, and guests.

The Woodpeckers 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 determine the appropriate time for hosting events at the ballpark. The input of local and regional health partners will also play a significant role in informing the below policies.

2. CLEAR BAG POLICY

Due to the heightened health concerns, the Woodpeckers encourage fans to leave all bags at home, but the following items will be allowed into Segra Stadium:

- 1.** Bags that are clear, plastic, vinyl or PVC and do not exceed 12" x 6" x 12".
- 2.** No buckles, grommets/hardware or decor can be concealing any part of the bag.
- 3.** One-gallon clear plastic freezer bag (ziplock bag or similar).
- 4.** Logo(s) are allowed on ONLY one side of the bag.
- 5.** Small clutch bags, which cannot exceed 4.5" x 6.5" in size, with or without a handle or strap, can be taken into the stadium inside a clear plastic bag.

3. CASHLESS PAYMENTS

The Woodpeckers are working toward operating a cashless facility, including in the areas of food/beverage, ticketing, and merchandise. This will limit direct contact between employees and guests.

4. BALLPARK SANITATION

- A.** Increased regularity of cleanings and washdowns.
- B.** Added hand sanitizing stations for public and employee use around the ballpark.
- C.** The Woodpeckers will consider disinfectant-spraying for no-wipe cleaning of ballpark surfaces.
- D.** The Woodpeckers will add the use of ionizers and/or disinfectant foggers in enclosed ballpark areas.
- E.** In-game porter staffing will be increased and given specific sanitation duties. Checklists will be made available to fans in every public restroom documenting cleaning procedures.
- F.** Woodpeckers staff will regularly wipe down handrails, drink rails and common touch points in and around the seating bowl.



5. SEGRA STADIUM ENTRY

- A.** All patrons may be subject to health screenings prior to entry.
- B.** The Woodpeckers will work with local in-stadium security and law enforcement to encourage proper distancing upon entry, including, without limitation, walkways and sidewalks leading to ballpark entrances.
- C.** Select entrances will be closed during the 2020 season to allow proper distancing for fans and employees upon entering the ballpark. The Woodpeckers highly recommend arriving early to avoid long wait times.
- D.** Stanchions and/or spacing markers will promote proper distancing between customers waiting in lines.
- E.** The Right Field Gate may be used as a public ingress on busier nights.
- F.** Additional gates may be utilized to create more space amongst customers entering the ballpark.
- G.** Segra Stadium will continue to utilize a megnetometer screening process upon entering the ballpark. This will allow our patrons and staff to interact through the screening process while maintaining appropriate social distancing.

6. TICKET PURCHASING/SERVICE

- A.** Select ticket windows will be enclosed 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 mobile device.
- C.** Stanchions and/or spacing markers will promote proper distancing between customers waiting in line.
- 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.
- E.** Ticket takers will be equipped with proper PPE and will be instructed to exercise touch-free ticket taking interaction. We ask our fans to please prepare and display all tickets before they get to the nearest ticket taker. This will allow for a smooth transaction and quicker queue times for our fans.



7. SOCIALLY DISTANT SEATING

- A.** The Woodpeckers will re-create its existing seating manifest to allow for proper distancing, thus decreasing overall ballpark capacity.
- B.** Rows and seats will remain vacant to maintain proper distancing.
- C.** Group and hospitality areas will operate with reduced capacity.
- D.** General Admission seating will be decreased and pre-positioned to promote social distancing.

8. RESTROOMS

- A.** Doors will be propped open to encourage touchless entry/exit.
- B.** 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 home stand.
- C.** Segra Stadium is already equipped with touch-free urinals and water closets. In an effort to keep common touch points touch-free, motion soap dispensers will replace every pump dispenser in the ballpark.
- D.** Every other sink and urinal station will be disabled to allow for proper distancing.

9. CONCOURSE FLOW

- A.** Stanchions and/or spacing markers will promote proper distancing between customers waiting in lines at the team store, concessions, and restrooms.
- B.** In the event of rainstorms or other situations requiring customers to find cover, the Woodpeckers will expand access to covered areas to ensure proper distancing.

10. THE BIRDS' NEST TEAM STORE

- A.** The Woodpeckers will limit the number of people allowed inside the team store based on current social distancing guidelines.
- B.** Stanchions and/or spacing markers will promote proper distancing between customers waiting in line and walking through the store.
- C.** Patrons will no longer have to enter their pin or sign after inserting their card into the reader at the front counter.

11. KIDS ZONE

- A.** The Woodpeckers will not operate with bounce houses for the 2020 season and events.
- B.** 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.** The Kids Zone will have a reduced capacity during 2020. New occupancy signs will be posted at the entrance.
- D.** Kids Zone patrons may be asked to periodically clear the area for sanitation of play equipment.



12. FOOD AND BEVERAGE POLICIES

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

- A.** All employees will be required to wear protective gloves and face coverings.
- B.** Additional staff positions will be hired specifically to disinfect surfaces before, during, and after events.
- C.** 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.

13. CLUBHOUSE AND ON-FIELD PERSONNEL

A. To ensure all players are placed in the safest conditions, the Woodpeckers will work with Major League Baseball, the Houston Astros, and/or the Carolina League to implement the following standards:

- 1.** Increased cleanliness in the home and visiting clubhouses.
- 2.** Additional restrictions on clubhouse access to media and front office members.
- 3.** Buffet-style food service will be discontinued and all utensils must be pre-packaged.
- 4.** Limitations on the use of commonly "spit" items, including, but not limited to seeds, gum, and peanuts.

B. The Woodpeckers will follow the guidance of Major League Baseball, the Houston Astros, and/or the Carolina League regarding player and on-field personnel health and safety, including travel, fan/media interaction, dugouts, etc.

14. MEDICAL SERVICES

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



15. PROMOTIONS/ON-FIELD ACTIVITIES

- A.** Autograph sessions with players will not be permitted.
- B.** Players will not be permitted to throw baseballs or other items into seating areas.
- C.** All between-inning promotions will abide by proper distancing guidelines.
- D.** 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 face coverings, 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 will be used.

16. STAFFING POLICIES

- A.** Temperature checks for all full-time, part-time, and contracted third-party staff members prior to entering the ballpark.
- B.** All fan-facing staff members shall be required to wear protective gloves and face coverings when handing items to fans.
- C.** Staff will be instructed to make the following changes to fan-facing interactions, without limitation:
 - 1.** Prohibit handshaking and physical contact with guests and other employees.
 - 2.** Employees will be required to wear protective gloves and face coverings when handing items to fans.
 - 3.** 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.

17. 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.
- D.** The Woodpeckers will create social media and e-blast awareness campaigns on best practices for fans and guests visiting Segra Stadium.