

# COVID-19 READINESS PLAN



A GUIDE TO OPERATING *FAIRFIELD PROPERTIES*  
♦ BALLPARK ♦



UPDATED  
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## LONG ISLAND DUCKS COVID-19 READINESS PLAN - INTRODUCTION

Enclosed is the COVID-19 Ballpark Readiness Plan for the Long Island Ducks Professional Baseball Club. The Ducks are members of the Atlantic League of Professional Baseball, a "Professional Partner League" of Major League Baseball ("MLB"), and play their home games at Suffolk County's Fairfield Properties Ballpark. The property is a small, outdoor, open air recreational facility, analogous to a public beach or park, where Long Islanders come to spend quality time together with their families and friends. It is not to be confused with a large facility – it is minor league in capacity to start with. The enclosed plan is not a theory on how we think we can operate the park safely and successfully. We know it works -- our ownership group put an identical plan in place in New Britain, Connecticut in 2020, with a team we operate in the Futures Collegiate Baseball League, the New Britain Bees. Through permissions granted by the Mayor of the City of New Britain, as well as the Director of the Department of Health for the City of New Britain, the Bees operated a full 2020 season with zero positive results for players and zero reported incidents of issues with fan safety. The hope of the Ducks is that we are granted approval of this very similar, updated plan and work with the County of Suffolk to insure the same results are experienced for Long Island's hometown team. We feel our plan is nimble and flexible so we can pivot where necessary to offer the safest, most highly responsible place for Long Islanders to enjoy themselves this spring and summer, while helping get the economic engines of our business going again.

Thank you for your consideration and Go Ducks!

Frank Boulton  
Founder/CEO

Michael Pfaff  
President/GM





## A. GENERAL STATEMENT

The Long Island Ducks, in an effort to proactively invest and keep our community safe when attending functions, events, and games at Fairfield Properties Ballpark, have created and outlined steps and initiatives to prepare and mitigate the coronavirus threat to staff, players, fans and guests and receive approval from governmental and health officials to reopen the Ducks ballpark under these new guidelines.

The club will continue to follow the guidance of national, state, and local agencies, as well as the directives of the Atlantic League, to advance the below policies and to determine when guidelines may evolve. The input of local and regional medical and health partners have played a significant role in informing the below policies and best practices and will continue to do so. This is a living document that, while providing a framework, is not intended to be rigidly prescriptive.

## B. PAYMENT METHODS

- a. To limit the use and passing of currency, and on a best efforts basis to limit direct contact between employees and guests, the team will work toward operating cashless facilities, including in the areas of food/beverage, ticketing, and merchandise.
- b. The team has invested in new State-of-the-art Point of Sale (POS) technology that has been installed in all ballpark concessions areas and portable concession areas, to assist in accomplishing this goal.





## C. DELAYED OPENING DAY / SOCIALLY DISTANT SEATING

- a. The Atlantic League has delayed Opening Day by one month, announcing a May 28 (Memorial Day Weekend) start, in order to provide the maximum amount of time possible for conditions to improve. This date is two months after Major League Baseball's proposed Opening Day.
- b. The club will alter its existing facility seating manifest to allow for proper distancing, thus decreasing the overall ballpark capacity to parameters set forth in public health guidelines. It is contemplated that, at least initially, the ballpark will open 2021 with a 50% reduction of its capacity (3,000+ empty seats in 6,002-seat ballpark) until such restrictions are no longer required.
- c. The team will keep close track of bodies in seats to insure adherence to the ballpark's capacity restrictions during this phase of the reopening. To accomplish this, the team has invested in scanners and worked with ticketing partners at Glitnir Ticketing to update our ticket system to offer all digital tickets, to eliminate handling and collecting paper tickets.
- d. Rows and seats will be skipped as necessary to maintain proper distancing between parties and stay at or under the capacity guideline.
- e. Group and hospitality areas will operate with reduced capacity to promote proper distancing.
- f. Luxury Suites are equipped with collapsible sliding glass doors, which will remain open, in order to insure "open air" seating while limiting capacity in luxury suites.
- g. Social distancing markers at concession stands, bathrooms and areas where fans congregate throughout the building.
- h. If deemed necessary, we will re-seat all season ticket holder customers, insert a two-to-three seat buffer and will contemplate row closures in our field box season ticket seating locations. All individual seating areas will be limited to a capacity of 50% of our normal seating available, to start with.







## D. BALLPARK CLEANLINESS / ENHANCED CLEANING PRACTICES

- a. Increased regularity of enhanced washdowns and cleanings.
- b. To disinfect the areas of the ballpark where shared surfaces are prevalent, the Ducks will invest in Silver Defender adhesives and apply them to all shared surfaces (door knobs/handles, push bars, elevator panel/buttons, etc.). Silver Defender adhesive films kill 99.9% of all germs and bacteria for 90 days when applied to surfaces (product information at <https://www.silverdefender.com>). Ballpark will be outfitted with decals to inform guests that surfaces covered by Silver Defender are 99.9% germ free (pictured below).
- c. Silver Defender is a proud part of New York State's "We Kept America Building" Program and is also installed at Long Island MacArthur Airport and at the ballpark, as we have donated our space to Northwell Health for use as a COVID-19 vaccination pod.
- d. Addition of public- and employee-facing hand-sanitizing stations around the ballpark.
- e. All cleaning crew and staff will be provided sufficient PPE by the club at all times.

## E. STAFFING POLICIES

- a. On field, the Atlantic League and its member clubs have formed a "COVID-19 Task Force" that have put in place the standard for team operations, including testing for players a minimum of once per week, quarantine protocols for COVID-positive players and standard contact tracing protocols in each market. Worth noting, we are working with our partners at Northwell Health to provide testing to all players throughout the course of the year.
- b. All fan-facing staff members will be required to wear gloves and masks, as necessitated by current best practices policies.
- c. Staff will be instructed to make the following changes to fan-facing interactions:
  - i. Remove handshaking and physical contact with guests and other employees.
  - ii. Gloves will be required for distribution of any items to fans or other employees.
  - iii. Hand-washing prior to the start of each shift and at time of change of gloves will be required.
- d. New training will be instituted to educate staff on new guidelines and procedures.







## F. CLUBHOUSE POLICIES

- a. The club will work with Clubhouse staff and Atlantic League (when applicable) to implement increased cleanliness standards in the home and visiting clubhouses, including:
  - i. Additional restrictions on clubhouse access – including no access for any non-essential personnel while staggering access for all and creating “auxiliary locker room” areas throughout ballpark to keep areas at capacity limitations in effect at all times.
  - ii. Elimination of use of shared utensils and buffet-style food service in clubhouse meals.
  - iii. Limitations (and potential elimination) on the use of commonly “spit” items, including seeds, gum, and peanuts.
- b. Team has partnered with Northwell Health to establish regularly scheduled testing protocol in accordance with governmental, healthcare and league guidelines for all uniformed personnel (players, coaches, trainers, etc.).

## G. BALLPARK ENTRY / EXIT

- a. Like Costco, Lowe’s, Home Depot, etc. all people entering Fairfield Properties Ballpark will be required to wear masks.
- b. Bilingual social distancing signage, announcements and awareness campaigns upon entering ballpark to promote safe enjoyment of the game for all.
- c. Club will work with ballpark security and local law enforcement to encourage proper distancing upon entry to the ballpark, including walkways and sidewalks leading to ballpark entrances.
- d. Stanchions and/or spacing markers have been purchased to promote proper distancing between customers waiting on lines and in areas of anticipated foot traffic.
- e. Additional gates (when applicable) will be utilized to create more spread amongst customers entering the ballpark.
- f. New security protocols to eliminate current bag searches (no bag policy), which place security employees within 6 feet of customers.

## H. TICKET PURCHASE / SERVICING

- a. Three of five ticket windows will be closed (2/5 in operation) to ensure proper distancing between patrons at the Box Office on event days.
- b. Look to limit tickets printed, with goal of no tickets printed and handed to a customer on-site. Goal is for box office personnel to assist customer and email ticket to customers for print at home option. In all events, no tickets will be exchanged or handled person-to-person.
- c. Stanchions and/or spacing markers will promote proper distancing between customers waiting on 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.





## I. FAN EXPERIENCE

### a. Kids Zone

- i. The club will operate traditional kid's zone attractions/inflatables in accordance with all restrictions.
- ii. Other attractions that allow for proper distancing will be subject to heightened standards, including thorough disinfecting between users and proper distancing while waiting on line.

### b. 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. During rain or other situations requiring customers to find cover, the club may expand access to covered areas to ensure proper distancing.

### c. Restrooms

- i. The Ducks and Suffolk County have installed touchless enhancements, including motion-sensor flush valves, sinks and hand dryers in all ballpark bathrooms, to provide attendees a touchless experience.
- ii. Restrooms will be sanitized on a daily basis with disinfectant along all surfaces and an enzyme solution will be applied to all surfaces at the conclusion of each homestand.
- iii. Doors will be propped open to encourage touchless entry/exit and promote "open air" ventilation.
- iv. Alternating urinal stations will be disabled to allow for proper distancing and bathroom attendants will be hired to insure proper sink spacing.
- v. Additional hand sanitizers will be placed at each bathroom exit point.
- vi. Foot traffic will be one way with spacing markers provided to maintain distance between customers while they utilize facilities.

### d. Team Store

- i. Capacity restrictions will be set in place for team store in line with current capacity guidelines.
- ii. Similar to the current Costco model, Ducks will hire a doorperson to allow customers into the store to maintain compliance with capacity guidelines, and structure customer flow.
- iii. Stanchions and/or spacing markers will promote proper distancing between customers waiting on line and walking through the store.
- iv. Customers will not be permitted to come in contact or try on items they do not purchase.

### e. Mascots

- i. Mascots will be present during games, and will be subject to heightened cleaning standards.
- ii. Mascots will not give high fives, hugs, or take close-quarters photos with customers.
- iii. Instead, mascots will take photos using proper distances via photo booth with counter top to separate from customers and will perform at a distance from customers during games.





#### f. Promotions/On-Field Activities

- i. Autograph sessions with players will be limited to comply with all restrictions.
- ii. As per league rule, players will not be permitted to throw baseballs into seating areas.
- iii. All between-inning promotions will abide by proper distancing guidelines, which will include the elimination of t-shirt tosses and games that require contestants to directly contact one another.
- iv. On-field activities such as Ceremonial First Pitches (proper distancing and protective equipment), National Anthem (sneeze guard on microphone stand), and Kids Run the Bases (limited number of participants) will be conducted with heightened restrictions.
- v. In lieu of many traditional on-field promotions, shift focus to executing entertainment using video board and other technologies.

#### g. Emergency Medical Services

- i. Work closely with community medical partners, Bay Shore Brightwaters Rescue Ambulance, to have stringent protocols in place for medical services at all ballpark events.

## J. ADDITIONAL FOOD AND BEVERAGE POLICIES

#### a. The following new protocols will be put into place:

- i. All front-facing employees will be required to wear masks and gloves.
- ii. Additional cleaning employees will be hired specifically to disinfect surfaces before, during, and after events.
- iii. No buffets or condiment stations in the ballpark will be self-served. Instead, employees will serve each individual customer.
  1. Condiments and other items (as applicable) will be served using pre-packaged servings, as opposed to communal servings.

## K. COMMUNICATION/MESSAGING

- a. Signage promoting social distancing, COVID-19 awareness, hand washing, placed in areas with high visibility to fans, employees, and team personnel.
- b. Other awareness and instructional signage placed throughout the ballpark.
- c. Regular videoboard and PA announcements will promote proper cleanliness, distancing, and health practices for customers.
- d. The Ducks will create social media & e-blast awareness campaigns on best practices for fans and guests visiting Fairfield Properties Ballpark.

