

File No.: 04-1000-20-2020-258

August 27, 2020

s.22(1)

Dear s.22(1)

Re: **Request for Access to Records under the Freedom of Information and Protection of Privacy Act (the "Act")**

I am responding to your request of May 5, 2020 for:

All of Michelle Collens's correspondence to and from any persons who use email addresses at the following domains: @NHL.com; @Canucks.com; and, @Aquilini.com. Date range: April 15, 2020 to May 5, 2020.

All responsive records are attached. Some information in the records has been severed, (blacked out), under s.21(1) of the Act. You can read or download this section here: http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/96165_00.

Please note, there were no responsive records located for the following domains: @NHL.com and @Aquilini.com.

Under section 52 of the Act, and within 30 business days of receipt of this letter, you may ask the Information & Privacy Commissioner to review any matter related to the City's response to your FOI request by writing to: Office of the Information & Privacy Commissioner, info@oipc.bc.ca or by phoning 250-387-5629.

If you request a review, please provide the Commissioner's office with: 1) the request number (#04-1000-20-2020-258); 2) a copy of this letter; 3) a copy of your original request; and 4) detailed reasons why you are seeking the review.

Yours truly,

[Signature on file]

Barbara J. Van Fraassen, BA
Director, Access to Information & Privacy

Barbara.vanfraassen@vancouver.ca
453 W. 12th Avenue Vancouver BC V5Y 1V4

*If you have any questions, please email us at foi@vancouver.ca and we will respond to you as soon as possible. Or you can call the FOI Case Manager at 604.871.6584.

Encl.

:dp

From: "Chris Brumwell" <Chris.Brumwell@canucks.com>
To: "Collens, Michelle" <Michelle.Collens@vancouver.ca>
"Don Hardman" <Don.Hardman@canucks.com>
"Geelhoed, Taunya" <Taunya.Geelhoed@vancouver.ca>
Date: 5/5/2020 9:13:16 AM
Subject: RE: NHL Restart overview document

Thanks Michelle!

Thanks,
Chris

From: Collens, Michelle <Michelle.Collens@vancouver.ca>
Sent: May 5, 2020 9:09 AM
To: Don Hardman <Don.Hardman@canucks.com>; Geelhoed, Taunya <Taunya.Geelhoed@vancouver.ca>
Cc: Chris Brumwell <Chris.Brumwell@canucks.com>
Subject: RE: NHL Restart overview document

Late last night we spoke with the Chief of Staff – and he was supportive of any initiative that Dr. Bonnie Henry would approve. So we are on track to have a letter to you by end of day today or first thing tomorrow morning.

MC

Michelle Collens
EOC - Community Liaison
CITY OF VANCOUVER, Office of the City Manager
604.417.6529 | michelle.collens@vancouver.ca

If you or your business can GIVE A HAND with the COVID-19 RESPONSE:
w: <http://www.giveahandvancouver.ca> [giveahandvancouver.ca]

From: Don Hardman <Don.Hardman@canucks.com>
Sent: Tuesday, May 05, 2020 9:02 AM
To: Collens, Michelle <Michelle.Collens@vancouver.ca>; Geelhoed, Taunya <Taunya.Geelhoed@vancouver.ca>
Cc: Chris Brumwell <Chris.Brumwell@canucks.com>
Subject: [EXT] NHL Restart overview document

City of Vancouver security warning: Do not click on links or open attachments unless you were expecting the email and know the content is safe.

Michelle, Taunya ☺

Attached is the overview document that formed the foundation of our submission to the NHL for restart. We submitted our bid package last evening, and await next steps from the League. Additionally, we will be having some further dialogue with Provincial agencies to discuss next level of tactics and planning.

As we finalize the Vancouver package, we add letters of support for NHL Restart in Vancouver. Let me know if anything may need clarification in order to secure a letter of support from CofV.

Around today if we need to connect,

Don

Don Hardman
Vice President, Arena Operations
Canucks Sports & Entertainment



WARNING

This email originated from outside of Aquilini email system. Please use **CAUTION** when clicking links, opening attachments, or providing information unless you recognize the sender and know the content is safe.

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From: "Don Hardman" <Don.Hardman@canucks.com>
To: "Collens, Michelle" <Michelle.Collens@vancouver.ca>
"Geelhoed, Taunya" <Taunya.Geelhoed@vancouver.ca>
CC: "Chris Brumwell" <Chris.Brumwell@canucks.com>
Date: 5/5/2020 9:02:25 AM
Subject: [EXT] NHL Restart overview document
Attachments: NHL Restart Vancouver_4 May.pdf

City of Vancouver security warning: Do not click on links or open attachments unless you were expecting the email and know the content is safe.

Michelle, Taunya –

Attached is the overview document that formed the foundation of our submission to the NHL for restart. We submitted our bid package last evening, and await next steps from the League. Additionally, we will be having some further dialogue with Provincial agencies to discuss next level of tactics and planning.

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Around today if we need to connect,

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Canucks Sports & Entertainment

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Canucks Sports & Entertainment NHL Restart 2020 Concept

DRAFT Not for Distribution

May 4, 2020

Contents

Executive Summary	3
Medical & Testing Program	6
Training Camp.....	12
Arena Operations	16
Staffing.....	19
Hotel	20
Transportation.....	21

Executive Summary

Canucks Sports & Entertainment (CSE) has been in discussions with the NHL about Vancouver serving as one of the four markets to restart games in the coming months.

The NHL is exploring the possibility of re-starting the league, provided the plans and testing meet local health authority guidelines and do not take away from public access or resources.

Planning remains fluid due to the uncertainty surrounding the pandemic. However, the current scenario is to play out the remainder of the 2019-20 season in 4 NHL markets that could safely host multiple teams and multiple games daily.

The goal is to create an environment where teams and officials could isolate themselves in a “controlled bubble” where they can live, train, practice and play games safely, while being tested daily and minimizing risks of contracting or spreading the COVID-19 virus.

Games would be played in arenas with no fans and minimal staff. Procedures would need to be within acceptable parameters for local governments and health authorities, and would need to follow, or be exempt from mandates on public gathering etc. Arenas, training sites and hotels would operate with extremely limited staffing models.

Testing protocols of players and staff will be a top priority. The NHL’s medical advisors have recommended that all players and key team, league and venue staff are tested daily. The NHL will need to be in markets where they can secure and administer these tests – either under a partnership with local jurisdictions or government to do this testing, or secondly, working with a health partner of the host club to acquire and administer the testing. The NHL has indicated that the costs for tests will be underwritten privately.

With daily testing for the whole group, the NHL estimates requiring 11,550 tests for the 21-day training camp phase and another 11,550 tests for the 21-day regular season play. Total estimated testing requirements would be 23,500. (Approximate breakdown below)

- Eight teams of approx. 50 persons per team = 400 tests
- NHL staff, on-ice officials, broadcasters, arena staff = approx. 150 tests
- Total: 550 tested per day x 21 days = 11,550

Other considerations would include dedicated transportation between venues. There would be clearly defined and isolated neighborhoods within each venue to separate groups. All personnel would strictly follow policies and procedures for social distancing, food safety, and cross-contamination prevention. There would also be a proactive response plan and defined protocols for positive test results.

Key Assumptions:

- Eight teams would be stationed in Vancouver, with travel parties of approx. 50 people each
- NHL Staff and Officials, Media and Broadcast travel party TBD (Estimate 85)
- Training Camps: 21 days
- Regular Season: 21 days
- No fans would attend games
- Games would be broadcast worldwide

General Criteria for Training Camps

Possible locations:

1. Canlan 8 Rinks & Fortius Sport & Health
 2. University of British Columbia
- The facilities must have no public access to minimize the risk of spreading the virus
 - The facility or facilities must collectively have 4 sheets of ice (the NHL arena can count as 1 sheet) and can host 8 teams for approximately 21 days.
 - Facilities should have sufficient quality locker rooms with shower facilities and gym / training facilities
 - Teams will primarily use their own dedicated areas. Any minimal shared areas will be cleaned and disinfected thoroughly and frequently between uses, following guidelines from health authorities.
 - Facilities should be in close proximity to team hotel(s)

General Criteria for Regular Season Games

- Rogers Arena would host 2-3 games per day without fans for approximately 21 days
- Rogers Arena should have locker room facilities to host 4 teams at minimum. Each of the 4 locker room needs to have separate shower facilities.
- There needs to be 2 additional sheets of ice to be held for practice (can be one of the training camp facilities)
- Teams will primarily use their own dedicated areas. Any minimal shared areas will be cleaned and disinfected thoroughly and frequently between uses, following guidelines from health authorities.

Hotel Availability/Criteria

Potential location: JW Marriott Parq Resort (adjacent to Rogers Arena and BC Place)

- Ideally only one or two hotels are required and are located near Rogers Arena
- They should be high quality to host NHL players, team staff, NHL staff and vendor for a long stay

- Additional space for each team to have meeting space, player lounge, etc.
- Teams will primarily use their own dedicated areas. Any minimal shared areas will be cleaned and disinfected thoroughly and frequently between uses, following guidelines from health authorities.

Medical & Testing Program

COVID 19 to date in BC

British Columbia has some of the lowest rates of COVID-19 cases worldwide.

Early, proactive public health measures and leadership by the Public Health Officer and the Province of BC helped make a significant difference, along with the cooperation of all British Columbians to do their part has helped reduce the transmission of the disease.

COVID-19 Modelling in BC [here](#).

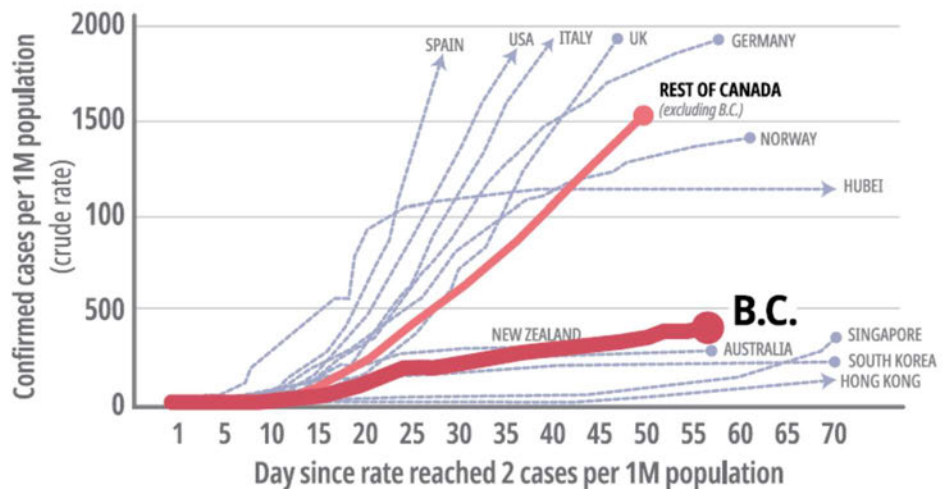
Realtime COVID-19 dashboard link [here](#).

As of May 4:

Case Rates Comparison

Cumulative diagnosed COVID-19 case rates by select countries vs BC and Canada.

Note: QC, and, to a lesser extent, ON, have the largest impact on the values for the rest of Canada.



Guiding Principles

The NHL has indicated that this NHL Restart concept must follow guiding principles, including:

- A) Operations must carefully follow and be in compliance with local Provincial Health Officer and government guidelines.
- B) Testing must not reduce public access or put strain on resources.

Given the fluidity of the pandemic, the following medical and testing protocols will continue to evolve and adjust based on guidelines and advice from health officials and government.

Self-quarantine guidelines for team personnel traveling from outside Canada will follow government direction and regulations. This consideration would need to be built into timelines and operational plans.

Medical Committee

With the guidance of health authorities, the provincial government and the NHL, CSE would be an active participant in a Vancouver Medical Committee, which would include relevant and experienced public health officials to assist in the development of effective protocols and practices to create a safe environment for return to play. Prospective members of this committee would be selected in consultation with our partners.

Test Kits & Medical Equipment / PPE

As noted in the Executive Summary, testing protocols of players and staff will be a top priority. The NHL's medical advisors have recommended that all players and key team, League and venue staff are tested daily. The NHL will need to be in markets where they can secure and administer these tests – either under a partnership with local jurisdictions or government to do this testing, or secondly, working with a health partner of the host club to acquire and administer the testing. The NHL will underwrite the costs for the tests and tests will not be taken at the expense of public access.

With daily testing for the whole group, the NHL estimates requiring as many as 11,550 tests for the 21-day training camp phase and another 11,550 tests for the 21-day regular season play. Total estimated testing requirements would be 23,500. (Approximate breakdown below)

- Eight teams of approx. 50 persons per team = 400 tests
- NHL staff, on-ice officials, broadcasters, arena staff = approx. 150 tests
- Total: 550 tested per day x 21 days = 11,550

In addition, in recent months, CSE has begun to acquire and build an inventory of appropriate personal protective equipment (PPE) in preparation for activities in the arena. Currently, CSE inventory includes protective gloves, surgical masks and a limited number of N95 masks. As specific protocols and equipment requirements are established by the NHL, CSE will acquire those required elements. Support from the League and League partners may be required when inventory and delivery challenges limit access or shipping timelines to Vancouver.

Testing Protocols

With the guidance of health authorities, the provincial government and the NHL, CSE would help implement strict, disciplined testing protocols.

As an initial concept, CSE proposes graduated testing protocols, based on proximity and location to the NHL core group. To develop this program, 2 zones were identified:

Red Zone

Areas of Hotel, Arena and Training Sites where NHL team, staff and officials may be operating outside of social distancing protocols

Green Zone

Areas of Hotel, Arena and Training Sites where NHL team, staff, officials and arena personnel are present, and expected to follow social distancing guidelines

Red Zone Testing

While exact testing procedures remain to be developed, it is expected that Red Zone testing could include:

- Daily testing– Testing procedures TBD
 - Testing at hotel for team personnel
 - Testing at arena for all other staff
- Negative test result, receive a wristband for the day
- All staff within the red zone that are not team personnel (housekeeping, Culinary, etc) must always wear PPE (mask and gloves).
- Isolation rooms in place, see below

Positive Test Protocol

In the event a daily test results in a positive test, the following will occur:

- Isolate person in a separated, secure isolation room
- Ensure there is a safe way for this individual to exit premises
- Lock off area where the individual was occupying
- Move remaining testing to secondary check-in location
- Disinfect primary check-in location and touch points
- Disinfect isolation room
- Remove/replace PPE
- Identify person(s) infected individual was in contact with
- Notify person(s) that were in contact with infected individual

Green Zone Testing

- Daily health screening (temp check, questionnaire)
 - Screening at arena, hotel or training site
 - All personnel administering temperature checks must be wearing N95 mask, face shield, medical gown, and gloves
- 5-step check-in/screening procedures
 - Step 1 – Receive PPE (mask and gloves)
 - Step 2 – Health screening
 - Touchless temperature check
 - Symptom questionnaire
 - Responses logged into database
 - Step 3 – Security screening - See procedures below
 - Step 4 – Equipment retrieval
 - Step 5 – Report to position
- Health screening logged and tracked by Smartsheets app
- All staff must always wear PPE (mask and gloves).
 - Staff must dispose of gloves when they come in contact with any hard surfaces.
- Isolation room in place, see below

- In the event health screening of staff results in temperature over 38C, staff will be directed to the designated isolation room for a secondary temperature check. Secondary test will be administered 15 minutes after initial testing, if staff temperature still reads over 38C, they will be directed to leave for the day, and then self-quarantine for 14 days.

Additional measures

- Additional hand washing and sanitizing stations at check-in locations
- Sanitizing stations throughout the arena
- Add glove stations
- Limit occupied spaces (washrooms, breakrooms, etc)
- Additional cleaning staff to disinfect/clean areas regularly
- Isolation rooms for positive testing, see below.
- Social distancing enforcement teams roaming building to ensure staff are following guidelines
- Signage throughout building promoting everyday preventative actions (wash hands, don't touch your face, etc.)

Security Screening

Merging the requirements of effective security screening procedures – wandings, patdowns, bag searches – while respecting physical distancing measures will be an evolving process. At this time, CSE recommends the following procedures for security screening at points of entry:

- All security will wear PPE (mask and gloves)
- Magnetometers operate as per NHL recommendations
 - Magnetometer alarmed
 - Yo-yo screening in effect
- Secondary screening provided, if necessary
 - All security in secondary screening must wear PPE (mask and gloves)
 - After every secondary search security must dispose of PPE, wash hands, sanitize, and don new PPE

Entry Procedures

Rogers Arena will identify three points of entry for specific populations into the venue:

- Gate 9 – NHL team and staff arriving from NHL hotel complex
 - Security and medical screening will have taken place at hotel
 - Assume all those arriving on secured transportation have cleared protocols and are allowed entry into either:
 - Team Areas
 - NHL Admin areas
 - Broadcast areas
- Gate 7 – For Media arriving from outside bubble hotel:
 - Security and entry protocols to be revised to include:
 - Touchless mag screening
 - Body temperature/thermal scan
 - Issue of daily credential
 - Guidance to specific areas

- No access to Team Area
- Gate 1 - Arena Staff entry:
 - Touchless mag screening
 - Body temperature/thermal scan
 - L300 First Aid room established as Daily Testing area
 - L300 concourse established as waiting area while test processed
 - L300 staff change area/break area
 - Distribution of daily PPE
 - No access to Team Area

Cleaning protocols

CSE continues to improve existing cleaning practices as new information is distributed regarding best practices for mitigation and prevention of the spread of COVID19 virus. An overview of proposed CSE cleaning protocols includes:

Prior to Training Camp

- Thorough cleaning of all rooms in use for Training Camp, including hard surface cleaning with soap & water or approved cleaning solution
- Disinfection of all hard surfaces and high touch surfaces with approved disinfectant.
- Steam clean and disinfectant of all carpeted areas throughout Training Camp team areas
- Inspection and replacement if necessary of HVAC air filters/HEPA filters in team areas

Morning of Training Camp – Daily

- Prior to daily team arrival, cleaning & disinfection of hard surfaces, high touch areas, floors and washrooms
- Cleaning and disinfection of all seating areas
- If requested and approved by team, application of atomizing disinfection mist on equipment and throughout team area
- Provision of hand sanitizer and disinfecting wipes to team staff for use as needed throughout day
- Ensure sanitizing stations in washrooms, coaches offices, training room are filled with product
- Continual cleaning and disinfecting of common space areas (outside team rooms) throughout the day

Training Camp – Nightly

- Cleaning & disinfection of hard surfaces, high touch areas, floors and washrooms
- Cleaning and disinfection of all seating areas
- Weekly steam and disinfecting of carpeted areas
- Disposal of all waste receptacles

Gameday – Morning

- Prior to daily team arrival, cleaning and disinfection of hard surfaces, high touch areas, floors and washrooms
- Cleaning and disinfection of all seating areas
- If requested and approved by team, application of atomizing disinfection mist on equipment and throughout team area
- Provision of hand sanitizer and disinfecting wipes to team staff for use as needed throughout day
- Continual cleaning and disinfecting of common space areas (outside team rooms) throughout the day
- Ensure sanitizing stations in washrooms, coaches offices, training room are filled with product

Gameday – In Game

- Continual cleaning and disinfecting of common space areas (outside team rooms) throughout the day

Gameday – Between Games

- Disposal of all waste receptacles
- Prior to daily team arrival, cleaning & disinfection of hard surfaces, high touch areas, floors and washrooms
- Cleaning and disinfection of all seating areas

Gameday – Post Game

- Cleaning and disinfection of hard surfaces, high touch areas, floors and washrooms
- Cleaning and disinfection of all seating areas
- Steam and disinfecting of carpeted areas
- Disposal of all waste receptacles

Training Camp

In addition to the use of Rogers Arena for two teams, CSE has engaged with local facility operators to provide options for facilities suitable for training camp and practice ice in Vancouver.

Rogers Arena

Rogers Arena, located 500m from the Parq hotel complex, would provide Training Camp for two teams.

Team 1 - Canucks Team Area	
Canucks Team Room, Wet Area, Street Lockers	2003 sf
Players Lounge	830 sf
Training, Medical	725 sf
TOTAL TEAM AREA	3558 sf
Team 2	
Visitors Dressing Rm 1	1017
Medical	376
Wet Area	407
Visitors Dressing Rm 2	990
Coaches Office	295
Wet Area	393
TOTAL	3478 sf

The Canucks Workout Room, approximately 3000 sq ft, would be available for shared use by both teams using the Rogers Arena facilities. Thorough cleaning protocols would be implemented at all times.

Additionally, each team at Rogers Arena would have available a private meeting/meal room, dedicated to their team for the duration of Training Camp. These include Captains Room on L200 and the Sports Bar Suite on L400. Catering menu and A/V equipment is available for each of these spaces.

Daily and overnight housekeeping service as outlined above, including cleaning and disinfecting of team spaces, is included in the rental rate.

Rental Rate

- Weekly Rate for Training Camp @ Rogers Arena for 2 teams = **s.21(1)** per week

Canlan 8 Rinks and Fortius Sport & Health

Located 13km from the Parq hotel complex, 8 Rinks is a multi-rink facility, typically providing seven ice sheets and one artificial turf field for public use. Additionally, the facility includes a small public gym facility, a public bar and grill, and meeting space.

- 8 Rinks includes:
 - 4 NHL sized rinks on the “A” side of the building. (concrete)
 - 2 NHL sized rinks on the “B” side of the building. (sand based)
 - 3 rinks on A-side online would be available, leaving 1 as dry surface
 - Potential to open 6 ice sheets
- Four dressing rooms available per rink
 - 2 dressing rooms designated for Players
 - 1 dressing room designated as a Training room
 - 1 dressing room designated as a Coaches room
 - Each Dressing Room is approximately 385 square feet
 - Each Shower facility is approximately 200 square feet
- Additional rooms available:
 - Referee’s room
 - 2 additional changing rooms located beside the indoor turf field.
 - 3 separate offices with access to communal meeting area/washroom/shower
 - Fitness / workout facility
- Additional amenities include:
 - Performance Institute located onsite.
 - Indoor field (200’x85’) onsite.
 - 2nd floor viewing area overlooking each rink
 - Separate Banquet/meeting room
 - Opportunity to section off mezzanine to provide individual areas for teams.
 - Laundry facility
 - Food and Beverage

Typical room sizes per Team	
Dressing Room 1	385 sf
Dressing Room 2	385 sf
Training Room	385 sf
Coaches Room	385 sf
TOTAL TEAM AREA	1540 sf

Adjacent to 8 Rinks is Fortius Sport & Health, a high-performance training centre focusing on professional and Olympic athletes. Their complex includes a 15,000 sq ft fitness center, a two-court gymnasium and multiple meeting room spaces. Located less than 200 feet from 8 Rinks, CSE will coordinate with the two facilities to install a tented corridor between the venues, to allow for secure and private access to fitness and meeting room areas.

Rental Rate

- Weekly Rate for Training Camp for 6 teams = PENDING
- Weekly Rate for Practice Ice = PENDING

- Rental structure for Fortius Sport & Health is to be determined as further details are confirmed

University of British Columbia

The Doug Mitchell Thunderbird Sports Centre is located on the campus of the University of British Columbia and approximately 12 km from the Parq Hotel. The centre is home to the UBC Thunderbirds men's and women's ice hockey teams. The centre includes 3 ice sheets, Thunderbird, Father Bauer and Protrans Arenas, 13 Team Rooms and a variety of other rooms that can be used for Trainers and Coaches.

Thunderbird Arena was used for several men's and women's ice hockey games and practices during the 2010 Winter Olympics, and was used for sledge hockey in the 2010 Winter Paralympics. The Doug Mitchell Thunderbird Sports Centre is also home to the 4000 sq ft Smith & Laycoe Varsity Fitness Centre/Weight Room.

Rental Includes

- Cleaning of players bench after each ice time
- Hourly cleaning of touch points within the facility
- Nightly cleaning of Team Room and Washroom spaces
- Access control perimeter security guards throughout the day
- Overnight asset protection security guards
- Hand Sanitizer at key locations throughout the centre
- 1 stand up refrigerated cooler per team
- 10 trainers tables
- Use of Commissary Kitchen for preparing meals or snacks
- 2 commercial ice machines
- Commercial Laundry Facilities (3 Dryers and 3 Washing Machines)
- Loading Dock for 2 trucks
- WiFi throughout the facility
- Tables and Chairs
- Pipe and Drape
- Overnight Security
- Onsite Parking for Team Busses

Rental Rate

- Weekly Rate for Training Camp for 6 teams = s.21(1)
- Weekly Rate for Practice Ice = s.21(1)

Typical room sizes per Team	
Dressing Room 1	420 to 590 sf
Dressing Room 2	420 to 590 sf
Training Room	217 to 500 sf
Coaches Room	160 to 190 sf
TOTAL TEAM AREA	1257 to 1870 sf

Arena Operations

Game Day Operations

It is anticipated that limited in-arena production staff will be required:

- Pre game anthems via recorded playback, if required
- Centre-hung video board in use
 - primary playback of OTA feed from truck
 - In house replay operator for replay views for team benches
- Ringbeam LED signage in use
- Score bug on clock plus score/clock on ringbeam in typical locations
- Penalty information on clock

Facility Operations

CSE will provide regular and frequent ice maintenance throughout the Training Camp and game play period.

- Two (2) Olympia resurfacers are available. CSE will investigate options to acquire a third unit as a spare.
- For each game day, twelve (12) ice crew will be onsite, to perform typical in-game ice cleaning procedures as outlined by the NHL

Hospitality

CSE can provide catering for those groups that require food service while at the Arena. Public concessions will be closed.

Groups identified as requiring catering include:

Broadcast	L200 Captains Room
NHL Staff	L100 North Club Area
Team	Team Rooms
Media	L100 South 'King Club' area
Team Suites	8 separate suites on L200

Updated menus and serving protocols will be established which provide for a quality food & beverage experience, while recognizing new procedures for food service. Expected procedures may include:

- Prepared and pre-packaged food options, delivered to each dining area
- Single serve beverages and disposable utensils
- Dedicated staff, following established guidelines, responsible for delivery and removal of food and equipment
- All kitchen and prep staff following updated foodsafe procedures for all phases of preparation, delivery and cleaning

Security

Rogers Arena

CSE will provide base building and event day security throughout the Training Camp and Game periods. During both Training Camp and Game periods CSE in-house security will supplement base building security to ensure restricted areas are accessed by accredited personnel only

- CSE in-house security will be responsible for securing the perimeter of the building and assisting with the arrival and departure of teams and officials
- CSE in-house security will be responsible for enforcing all recommendations instituted by the NHL during both Training Camp and Game periods

Practice Facilities

CSE will coordinate security requirements at either of the Training Facility locations. At 8 Rinks, CSE will contract with CSC (arena contract provider) for supplemental security. UBC will contract with their existing security partner, under the guidance and security protocols established by CSE.

Policing

- One Sgt. and four Police Constables will be on site assisting CSE security with securing the perimeter of the building and assisting with the arrival and departure of teams and officials
- Traffic authority will be provided if road closures are required

BC Ambulance

- Two BC Ambulances will be on site during game periods as per NHL requirements

Team doctors

- Per NHL requirements an Emergency Room Doctor will be present during all game periods.

Arena Access

Team/NHL

A dedicated, secure entry portal is proposed for the Gate 9 entrance of Rogers Arena. This entrance will be used exclusively for pre-cleared 'NHL bubble' personnel arriving via motor coach/sprinter van from the NHL hotel complex. A fixed tunnel will be installed extending directly from the arena to the bus drop off location, to allow for unimpeded access from the bus drop zone, directly into the pre-screened red zone of the Arena.

- Typical users of the Gate 9 entrance (deliveries, staff, etc) will be directed to an alternate location set up in the Arena loading bay.
- 24 hour security coverage of the Arena will continue to be provided from the Arena control room, which will have visual surveillance of this dedicated entrance at all times.

- This entry tunnel will be cleaned and disinfected before and after each bus/sprinter arrival.
- Upon team or staff drop-off, buses would be directed to park on Pat Quinn Way, on the east side of the Arena.

Equipment trucks

Equipment trucks will be loaded in via the southeast loading docks (dock 4/5) thru the South Tower. This is the typical entry path for equipment trucks for loading and unloading.

Additional space will be allocated on the event level of the Arena, inside the red zone, to provide each team with additional equipment storage, hanging and drying space.

Media

If local or visiting media is permitted in the venue, entry is proposed via Gate 7 on the 100 level of the Arena. Security and health screening will take place at this location prior to clearance into the arena.

- Media workroom and dining spaces are proposed to be installed on the 100 concourse.
- Two options for media seating are proposed:
 - Temporary, in bowl tables installed at the rear of the lower bowl
 - Dedicated south elevator to L500 to use the existing Media Pod

Broadcasters

If Broadcasters are arriving from the NHL hotel and have been cleared for the day, they would enter via Gate 9 then to the TV mobile area.

- Local crew would enter the TV mobile area via the Loading Dock and would not enter the Red Zone.
- Broadcast catering is proposed for the L200 Captains Room. This location is adjacent to the main camera suite on L200, and is accessible via the lower bowl aisle stairs, without crossing over to other user groups.

Staffing

CSE is prepared to provide a complement of staff and support services to the NHL to assist in the operation of these events. Operations, Communications, Hospitality and a variety of other CSE departments are here to assist with the 2020 restart.

However, CSE is cognizant of the need to limit staff onsite during arena events, and adherence to testing protocols, access controls and social distancing.

Proposed staffing on site -- includes full time, part time, team and support personnel -- is shown.

Event Costs

A summary of proposed arena event costs are shown on the document VAN_Event Costs.xlsx contained within this bid submission.

Tabs include:

- Event costs for doubleheader gamedays
- Event costs for tripleheader gamedays
- Average event cost for Rogers Arena / Canucks home game 19/20 season, with fans

Management Fee

Costing documents do not reflect overhead and time allocation for CSE full time staff. Further dialogue between the NHL and CSE is requested on this issue.

Hockey Ops + On Ice	
Team 1	50
Team 2	50
NHL Security	2
Referees	4
Off Ice Officials	24
SUBTOTAL	130
Essential Arena Staff	
Security / First Aid / EMS	
EMS Staff	2
Police	5
Event Security	24
Base Security	4
First Aid (SJA)	4
SUBTOTAL	39
Event Operations	
Event Hskp	12
Dispatch	1
Supervisors	2
SUBTOTAL	15
Facility Operations	
Building Ops	4
Conversions / Ice Maint	7
IT	2
SUBTOTAL	13
Communications / Broadcast / Game Entertainment	
Social Media	1
Photographer	2
Broadcast	35
Game Entertainment	15
In House Broadcast	4
Media - Local	
Radio	
SUBTOTAL	57
Hospitality	
Culinary	24
SUBTOTAL	24
CSE Staff	
Management + Operations	24
SUBTOTAL	24
NHL	
NHL Staff	50
SUBTOTAL	50
TOTAL	352

Hotel

Parq Vancouver was the NHL headquarters hotel for the 2019 Entry Draft and is proposed as the headquarters hotel and primary hosting location for this event. Located less than 500m from Rogers Arena, Parq offers the rooms, restaurants and amenities which are required to provide for a self-contained, isolated environment for those players, staff and officials that will be participating. Included at Parq:

- The Douglas, a 188 room boutique hotel property
- JW Marriott Parq Vancouver, offering 329 rooms and suites

A variety of dining options at Parq are available, including:

- Honey Salt – farm to table casual dining
- The Victor – steak and seafood
- BC Kitchen – Sports bar
- MRKT EAST – Asian
- D/6 Bar and Lounge, Centre Bar, Lotus Whiskey / Tea Lounge – drinks and lounges
- Passione, Le Doux Ciel – gelato and desserts

Additional on-site amenities include the Spa by JW and the Aqua Lounge pool area.

Transportation

Airport Arrivals

CSE has been in touch with YVR and the Vancouver Airport Authority. They have expressed support for this proposal, and are able to assist with charter arrivals, passenger entry and associated issues, subject to evolving regulations and directives from involved agencies.

Depending on flight arrangements, YVR could accommodate charter arrivals at either the typical FBO centres at South Terminal, or secure Main Terminal arrivals, dependent on Customs and pre-clearance issues.

Ground Transportation

Ground transportation options have been discussed with Charter Bus Lines, who has significant experience with NHL hockey needs, and provided transportation for the 2014 Heritage Classic, 2017 NHL CFO Meetings and the 2019 NHL Draft.

Daily Rate	s.21(1)	per bus / 12 hrs per day
Airport Pick Up		= GST
Airport Drop off		= GST
Driver Accommodation		Not included

