

Hope College  
DeVos Fieldhouse Athletic Event Attendance  
Policies & Procedures for COVID-19

Hope College welcomes the ability to safely host patrons at our athletic events during the COVID-19 pandemic. The policies and procedures detailed in this document have been developed to ensure the safety of all student athletes, coaches, game officials, the greater Holland and Hope College communities, as well as any others in attendance at the event. They are guided by direction from the Centers for Disease Control and Prevention (CDC), Michigan Department of Health and Human Services (MDHHS), Michigan Occupational Safety and Health Administration (MIOSHA), Ottawa County Department of Public Health (OCDPH), and other relevant Hope College policies and procedures.

***Hope College reserves the sole and final right to refuse entry or disqualify from attendance any person that does not comply with these policies/procedures or the direction of a Hope College representative. Any person who refuses to comply or is otherwise disqualified from attendance may be refused entry to future Hope College events.***

Availability of Attendance

- Only official Hope College basketball and volleyball competitions taking place at DeVos Fieldhouse are eligible for attendance under these parameters.
- Each student athlete and coach from the home team will be allowed 4 tickets for use by a single household within their own family (“family members”).
- Each student athlete and coach from the visiting team will be allowed 2 tickets for use by a single household within their own family (“family members”).
- Tickets may not be used by non-family members (e.g. other students, friends, etc.) and an individual’s allocated tickets for any single game cannot be used by members of multiple households. For the purposes of this policy, “household” is defined by the [most current MDHHS Epidemic Order addressing gatherings](#).
- At the discretion of the athletic administration, up to 100 tickets for Hope students may be available for each event.
- The maximum number of attendees (family members + students) for each event will be 375.
- No admittance will be available to the general public or Hope College employees.
- 24 hours prior to each game, the teams will provide the Hope College Ticket Office with the name of each student athlete/coach and their designated family members for that game. Only those family members listed for that game will be admitted.
- Current Hope students will use an online form to express interest in attending. When demand exceeds the number of tickets available, the athletic administration will determine who is included for each event.

- Prior to each game, the Hope College Ticket Office will receive the names of students that have been approved for attendance at that game. Only those students listed for that game will be admitted.
- All admittance will be free of charge.

### Game Day Procedures

- Doors will open for designated attendees 30 minutes prior to game time.
- Hope College will ensure that all notices and signage required by [MIOSHA Emergency Rules](#) are properly posted.
- All family members will enter and exit through the main ticket office entrance on the east side of the DeVos Fieldhouse (by the circle driveway).
- Upon entering the building through the east entrance, family members will immediately proceed to the Ticket Office tables in the entryway. Each person will be verified against the names of eligible family attendees provided for that event. Proof of identification may be required.
- All students will enter and exit through the clocktower entrance on the west side of the DeVos Fieldhouse.
- Upon entering the building through the west entrance, students will proceed to the attendant's station immediately inside the entrance. Each will be verified against the names of eligible student attendees provided for that event. Proof of identification may be required.
- Hand sanitizer will be provided at the Ticket Office tables and at the entrance to each section. All attendees are asked to sanitize their hands upon entry as well as throughout the event.
- Each attendee will be given sanitizing wipe packets and are expected to clean their seat before and after the game. Upon use, the wipes will immediately be placed in trash containers located on the concourse.
- For families of players and coaches, groups of seats will be marked throughout the north half of the upper bowl of the arena. Unmarked seats cannot be used. Each group of seats will be appropriately spaced and each family group must sit together.
- Family groups associated with different players/coaches must not join or combine, even if designated seats are available within a single group or if they are part of the same household.
- For student attendees, individual seats will be marked throughout the south half of the upper bowl of the arena. Unmarked seats cannot be used. Under no circumstances may students sit together.
- Attendees will occupy only the fixed seating of the arena's upper bowl. No attendee will be present below the fixed seating rails or in any retractable bleachers.
- The north half and the south half of the concourse and arena seating will be physically separated from each other. All student attendees will occupy the south half of the space, and all non-student attendees will occupy the north half. Attendees may not transition between the two areas and will use only the restrooms associated with their half. There will be no interaction between student and non-student attendees.

- With the exception of restroom use, attendees must remain at their seats throughout their time in the arena. Standing in front of their seat is allowed as long as it does not interfere with the experience of another attendee. Standing on or otherwise viewing from the concourse is not permitted.
- At no time will an attendee be closer than 6 feet to any student athlete, coach or game staff.
- Good sportsmanship and respect toward all student athletes, coaches, game officials, and others in attendance is always expected. However, the minimal attendance parameters of this policy means that verbal comments will transmit farther and be more easily heard by others in the arena. All in attendance will keep any non-supportive comments at a level that cannot be heard by anyone outside their own family group.
- During the event, compliance with this policy will be actively and continually monitored by named athletic administrators and/or designates from Hope College.

### Food and Drink

- No food or drink is permitted in the arena, including items brought from outside. Concessions will not be available.

### Face Coverings

- A properly worn face mask consisting of tightly woven cloth or other multilayer absorbent material that closely covers an individual's mouth and nose must be utilized by all individuals at all times while in the building. With the exception of the medical intolerance situation detailed below, face shields may be worn in addition to, but not as a substitute for, a face mask.
- In the event a family member indicates they cannot medically tolerate a face mask, a properly worn face shield completely covering the eyes, nose, and mouth may be utilized.
- Only students with a fully approved accommodation request from Hope College Disability and Accessibility Resources (DAR) will be permitted to wear a face shield instead of a mask. The face shield must completely cover the eyes, nose, and mouth.
- Under no circumstance will any individual in attendance be present without either a face mask or a face shield that completely meets these requirements.
- While Hope College will not question the ability of an individual to tolerate a face mask, Hope College reserves the sole right to determine whether a particular face mask or face shield is being worn properly or meets the necessary requirements for attendance.

### Post-Event

- All players and coaches will immediately exit to the locker room hallway at the conclusion of the game.
- At the conclusion of the game, attendees will wipe down all seats that were used and dispose of used wipes in a trash container.

- After the game has finished, attendees will not interact with student athletes, coaches, game staff or others in attendance and will immediately leave the building via the same entrance used to enter the building.

*Last modified 03/25/2021*