

INFORMATION FOR TENNIS PROGRAM PARTICIPANTS

North Vancouver Recreation & Culture (NVRC) is working diligently to implement and maintain health and safety protocols that are in alignment with the guidelines provided by health authorities, British Columbia Parks & Recreation Association, WorkSafeBC and other organizations.

In order to maintain the health and safety of staff and participants, all tennis players must agree to and follow these important protocols. Participants who do not comply with these stated procedures will be asked to leave the facility.

To protect the health and safety of others, **participants must not participate in programs** or visit NVRC facilities if:

They have any of the following symptoms; fever or chills, cough, shortness of breath or difficulty breathing, body aches, headache, new loss of taste, loss of smell or sore throat

Or

In the last 14 days, they have been in close contact with someone who has a confirmed COVID – 19 diagnosis or probable case of COVID-19

Or

They have travelled outside of Canada within the last 14 days.

If any of the above applies to you, please contact the NVRC by calling 604 987 7529 to cancel your booking. You will receive a refund.

1. General Precautions - Reducing the Risk of Transmission of COVID-19

- Stay home if you are sick (even just cold or allergy symptoms)
- Wash or sanitize hands directly before and after your class
- Stay a minimum of 2m (6ft) from others (except for household members)
- Avoid touching your face
- Listen carefully to staff instructions and follow them closely
- Avoid lingering both before and after your class

For more health and safety information about the NVRC's COVID-19 response, please visit nvr.ca/health-safety.

2. Fees, Arrival and Check-in

- At this time, NVTC will be a 'cash-less' operation with only electronic payments processed. All payments must be made **prior** to activity (including private lessons). Registration can be online or phone-in.
- All programs with ratios of 6 players per court will be reduced to 4 players per court (with no additional fees) to assist with physical distancing.
- Players are welcome to bring their own masks and are encouraged to wear them when proceeding through the lobby. It is your choice to wear a mask during play.
- Come dressed for play, as the change rooms are closed.
- Please arrive and leave within 5 minutes of your scheduled times to reduce the number of people in the Centre.
- For programs, do not enter the front lobby but, enter the appropriate courts through the exterior court doors.

3. Court Play

- Tennis Ball Management
 - Players must wash or sanitize their hands before play.
 - Minimize ball contact by using your racquet to pass balls to others.
 - When serving, players may handle tennis balls others have touched (who are not from your same household), **consider your hands may be contaminated.**
 - Players must avoid touching your face.
 - Players must wash or sanitize their hands after play.
- Observe physical distancing of 2 meters (6-feet) between yourself and any players or staff when interacting at the front desk or on the court.
- The viewing areas will be closed.
- Do not change ends.
- Minimize use of washrooms.
- Avoid touching any surface (e.g. stair railings, seats, entry doors, net posts).
- Court access doors will be propped open to minimize the need for contact.
- Court benches and disinfectant will be available. 1 person only per bench. Please clean benches before and after use. Please avoid congregating at the benches.
- Water fountains will be closed and players should bring their own water bottles (no sharing).
- Play with some caution (don't dive for balls the way you usually would). This is a poor time to be dealing with an injury on court.
- Ball machine use - The ball machine will not be available at this time.

4. Children's Programs

In addition to all the other measures listed:

- Ensure children are dressed for play and have all they need (equipment, full water bottle, etc.)
- Arrive and leave as close to the scheduled times as possible to reduce time at the centre.
- Please be on time to pick up children so they do not have to wait. You may be instructed to arrive and leave by different entrances.

- There will be no viewing of programs available so parents may ***drop-off and pick-up only***.
- Remind children to avoid congregating together. Coaches will enforce all measures during programs.

See you on the court!