



SKATE/PATINAGECANADA
NEW BRUNSWICK/NOUVEAU BRUNSWICK

RETURN TO SKATING COVID-19 OPERATIONAL PLAN

Quispamsis Figure Skating Club
September 2020

COVID-19
(coronavirus disease)



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INTRODUCTION

This operational plan has been developed taking into consideration guidelines and regulations set out by various organizations/government bodies, including Skate Canada, Skate NB, Government of New Brunswick, and **Town of Quispamsis Memorial Arena**. The goal is to limit transmission of SARS-CoV-2 virus and, in so doing, ensuring the safety of **Quispamsis Figure Skating Club** skaters, coaches, staff, volunteers, and the greater New Brunswick community during this unprecedented time of the COVID-19 pandemic. This policy aims to achieve this goal through this template for Skate NB clubs and skating schools.

This document will ensure that all Skate Canada New Brunswick Clubs and Schools have documented their risk assessment and risk mitigation measures consistent with Public Health guidance and the Occupational Health and Safety Act and regulations.

All SCNB Clubs and Schools must comply with the following provisions of the Mandatory Order:

Must take every reasonable step to ensure minimal interaction of people within two metres of each other, except in compliance with guidelines issued by WorkSafeNB and the Chief Medical Officer of Health.	Must take every reasonable step required to prevent persons who exhibit symptoms of COVID-19 from entering the workplace, in accordance with advice issued by the Chief Medical Officer of Health or WorkSafeNB.	Must take every reasonable step required to prevent persons from entering workplaces who have travelled outside the Atlantic bubble in the previous 14 days.
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Just as viruses can mutate, guidelines related to COVID-19 can change. All Skate Canada New Brunswick Clubs are responsible for keeping up to date on current guidelines and to change their operational plans as required.

All participants must follow whichever restrictions / regulations are the most severe from either Public Health, Government of New Brunswick, Skate Canada, Skate Canada New Brunswick or the Facility's Operational Plan (i.e. wearing of masks, maximum allowed on the ice, capability of skating pairs / dance / synchro, physical distancing, etc). All figure skating activities must also adhere to all federal, provincial and municipal laws, regulations, by-laws and orders as they may exist from time to time.

This includes but is not limited to compliance with:

- Physical distancing measures
- Health and safety regulations
- Size of permitted gatherings
- Skate Canada rules, policies and procedures
- Skate New Brunswick rules, policies and procedures
- All Safe Sport policies and procedures
- Applicable occupational health and safety requirements

COVID-19 OPERATIONAL PLAN AND CONTACT INFORMATION

All Clubs/Skating Schools must forward their Operational Plan to SCNB for approval prior to offering sessions.

Plan Implementation Date: **October 5, 2020**
Plan Revision Date: **November 5, 2020**

Club/Skating School Contact Information:

Club/Skating School Name: **Quispamsis Figure Skating Club**
Plan Owner: **Quispamsis Figure Skating Club**
Email Address: **quispamsisfsc@gmail.com**
Phone Number: **(506) 693-3432**
Mailing Address: **9 Wedgewood Drive, Rothesay, NB E2E 3R1**

Plan has been reviewed to assess any new risks or changes to regulatory guidelines
(**monthly review recommended**)

Name :Daphne Waye	Date: October 9, 2020
Name: Daphne Waye	Date: October 14, 2020
Name: Lise Smith	Date: November 26, 2020
Name: Lise Smith	Date: December 11, 2020
Name: Lise Smith	Date: December 31, 2020
Name:	Date:

ABOUT COVID-19

Transmission

Human coronaviruses cause infections of the nose, throat and lungs. They are most commonly spread from an infected person through:

- respiratory droplets that are spread when you cough or sneeze
- close personal contact, such as touching or shaking hands
- touching something with the virus on it, then touching your mouth, nose or eyes before washing your hands

Symptoms

Those who are infected with COVID-19 may have little to no symptoms. You may not know you have symptoms of COVID-19 because they are similar to a cold or flu.

Symptoms may take up to 14 days to appear after exposure to COVID-19.

Symptoms have included:

- Fever above 38 degrees Celsius
- A new cough, or worsening chronic cough
- Sore throat
- Runny nose
- Headache
- A new onset of fatigue
- A new onset of muscle pain
- Diarrhea
- Loss of sense of taste
- Loss of sense of smell
- In children, purple markings on the fingers and toes
- Difficulty breathing

In severe cases, infection can lead to death. If you or a member of your family are showing symptoms contact Tele-Care 811 or your healthcare provider to help arrange an appointment at the closest testing facility.

Treatment

At this time, there is no vaccine to protect against COVID-19. Most people with mild illness will recover on their own. Your health care provider may recommend treatment or steps you can take to relieve symptoms. For those with more severe illness, hospitalization may be required.

RISK ASSESSMENT

Since each province's reopening plan differs, it is the responsibility of all sections, clubs, skating schools and coaches to abide by the various requirements outlined by their provincial and municipal governments. The timeline for reopening will vary depending on the jurisdiction. Therefore, not all clubs and skating schools will resume operations simultaneously.

Before skating resumes, all sections, clubs, skating schools and coaches must review their local government and health agency's COVID-19 response and develop appropriate practices, policies and procedures for their jurisdictions. Consider what risks are in your club/skating school.

It is the responsibility of all members and registrants to abide by policies and procedures designed to ensure a safe environment for all.

Risk Assessment for our Club/Skating School

1. Jump Harness,
Attending Coach harness – will be disinfected
2. Teaching Aids / Storage
All teaching aids will be sanitized before and after each use
3. Entry and Exit from Ice Surface
The Entrance and Exit will be clearly marked for access in the facility. Markings and / or signage within the facility will be installed to further limit cross flow of traffic.
4. Warm up areas,
Warm-ups must occur where social distancing can be followed such as outdoors in a safe area or inside the facility if such area is available.
5. Dressing Rooms,
SCNB strongly recommends that dressing rooms not be used; however dressing rooms are available at the Quispamsis Memorial Arena with limitations in place regarding capacity.
6. Spectators/Guardians,
Spectators / guardians will be limited to one per skater and must maintain physical distancing of 2 metres while in the arena. **Non-medical mask must be worn while in the facility at all times.** All spectators / guardians are limited to a designated area "G & H" in the stands and will not be permitted to view the activity from any other area within the facility.
7. Food and Beverages,
Food and beverages will not be available. No food or beverages are to be brought into the facility, except for water for participation. Water bottles should be filled prior to coming to the facility and there will be no sharing of water containers.
8. Hand washing facilities,
Hand washing is available in public washrooms.
9. Patron Screening: Patrons entering the facility will be required to document the date, time and their contact information through a screening process and these documents are to be provided to the Town of Quispamsis.

10. Provincial Government announcement that masks became mandatory in most indoor public places effective midnight October 8, 2020. In the orange phase, masks are also mandatory in outdoor public places.

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COMMUNICATING WITH MEMBERSHIP

Provide accurate and timely communication in advance of any skating activity to help ensure that all participants are aware of expectations.

- All communication will be done with skaters directly by their attending coach.
- Parents / Guardians / Skaters / Volunteers will be communicated with via group e-mail, Facebook, website.
- Specific direct communication with coaches will not be permitted within the building unless in case of emergency. Parents and guardians should arrange to communicate with coaches via telephone or electronic messaging or email.

GOVERNMENT OF NEW BRUNSWICK AND SKATE CANADA LINKS

- [Government of New Brunswick Covid-19](#)
- [Skate Canada Return to Skating Guidelines](#)
- [WorkSafe NB Embracing the New Normal](#)
- [New Brunswick Dashboard](#)

GOVERNMENT OF NEW BRUNSWICK

PUBLIC HEALTH MEASURES

The following general public health measures are applicable to all individuals across all the phases of the recovery plan:

- **Physical distancing (minimum distance of two meters)**
Maintain a minimum distance of two meters between yourself and others at all times, with the exception of members of the same household or “bubble”. People must not congregate in groups; which will impact our daily routines, business operations and recreational activities.
- **Frequent and thorough handwashing**
Practice proper hand hygiene including [good handwashing practices](#). Proper handwashing requires regularly and thoroughly washing your hands with soap and water or minimum 60% alcohol-based hand sanitizer.
- **Cleaning surfaces properly**
For households, regularly [clean and disinfect](#) frequently touched objects and surfaces. Regular household cleaners, disinfectant wipes or a diluted bleach solution can be used according to the label directions.
- **Respiratory hygiene**
Practice good respiratory hygiene. When you cough or sneeze, do so into a tissue; dispose of the tissue and wash your hands afterwards. If you do not have a tissue available, cough into your sleeve or elbow.
- **Mandatory masks**
Masks are now mandatory in all indoor public spaces in New Brunswick.
<https://www2.gnb.ca/content/dam/gnb/Departments/eco-bce/Promo/covid-19/MandatoryMasksFAQ.pdf>
Public places include:
 - retail businesses and shopping centres
 - personal service businesses like hair salons, barber shops, spas, etc. (except during services that require removing a mask)
 - restaurants and bars (except while eating or drinking)
 - places of worship and faith gatherings
 - places for cultural or entertainment activities (movie theatres, theatre performances, dance
 - recitals, festival, concerts, etc)
 - places for sports and recreational activities, including gyms, yoga studios, pools, etc.(except during physical activity)
 - municipal and provincial government locations that offer services to the public
 - common areas such as lobbies, elevators and hallways

- **Record keeping**

The current mandatory order requires that organizations maintain a record of the names and contact information of all persons who attend and must make those records available to Public Health Inspectors upon request.

For more guidance: [Collection of names and contact information under the Mandatory Order COVID-19.](#)

REGISTRATION

- Registration for skating sessions is done online at the following address: <http://www.qfsc.ca>
- The online registration systems accepts e-transfers sent to quispamsisfsc@gmail.com

ENTERING AND EXITING THE RINK

- The Quispamsis Memorial Arena has an operational plan in place which is in alignment with our club's plan.
- The entrance and exit will be clearly marked for access into the Quispamsis Memorial Arena. Markings and/or signage within the facility will be installed to further limit cross flow of traffic. Signage will also be posted to emphasize to patrons, guests and staff the importance of frequent hand washing and proper hygiene practices.
- Entrance is through the main front entrance. Participants who can arrive dressed will be directed to an area of the stands to complete preparations for their on-ice activity. Parents / Guardians are limited to one per skater. Parents / Guardians must sit in the designated area of the bleachers, maintaining 2m distance. Exit is past the dressing rooms, through the single end door. Spectators must wear a mask at all times.
 - Yellow phase: A modified approach to Active Screening is now required for Organized Sport activities which includes:
 - a) Passive screening using the screening questionnaire must be conducted at home prior to leaving for the activity.
 - b) For activities involving youth, upon arrival at the activity, a volunteer must conduct an additional check by asking the child if the passive screening took place prior to coming to the activity and asking them if they are experiencing any symptoms of COVID-19. If it did not, the volunteer must conduct the screening with the child (parent) prior to their entrance.
 - c) In addition, the volunteer must request all patrons to sanitize their hands upon entrance to the premises. Note that screening may be done using an electronic system (eg. Teamsnap) provided the participant is prompted to respond to the questions and the system records the answers.
 - Orange phase:
 - a) Active screening is required upon arrival to practice.

- b) Active screening means that a designated person must ask all the questions on GNB's symptom checklist to everyone entering the venue. As an enhanced precaution, for those who feel their sport has a greater element of risk, temperature checks can be requested at home or at the facility.
 - c) In addition, the volunteer must request all patrons to sanitize their hands upon entrance to the premises.
- Club/skating schools must keep a record of who attended each session, on a daily basis (i.e. coaches, skaters and volunteers) (Appendix 2).
 - In regard to controlling traffic flow, signage will be posted throughout the facility – directional arrows will be marked on the floor to indicated traffic flow.
 - Skaters are expected to arrive "rink ready".
 - Users are to arrive no more than 30 minutes before scheduled ice time and leave immediately after. No gathering in the parking lot.
 - Skaters will not be permitted to congregate along the boards with other skaters.

PROCEDURES FOR STAR 1-5, STARSKATE, SPECIAL OLYMPICS (STARSKATE), ADULTSKATE AND COMPETITIVE SKATING

- **Maximum number of skaters allowed** on the ice per session will be as follow:
 - a) PHASE 1 (Date when Clubs or Schools resume activities)
 - 1) 15 skaters (excludes coaches and PAs) on an NHL ice surface (200' x 80') and
 - 2) 17 skaters (excludes coaches and PAs) on an Olympic ice surface (200' x 100').
 - b) PHASE 2 (September 1 for Clubs that ran Summer Schools; October 1 for remaining Clubs and Schools; Club must be in Yellow Phase Region)
 - 1) 20 skaters (excludes coaches and PAs) on an NHL ice surface and
 - 2) 22 skaters (excludes coaches and PAs) on an Olympic ice surface.
 - c) PHASE 3 (October 26 for remaining Clubs and Schools; Club/School must be in Yellow Phase Region)
 - 1) 24 skaters (excludes coaches and PAs) on an NHL ice surface and
 - 2) 26 skaters (excludes coaches and PAs) on an Olympic ice surface.
 - d) PHASE 4 (TBD)
 - i. Return to original Skate Canada Delivery Guidelines.
- **Masks: Orange phase:** While in the orange phase, masks will be worn at all times, including while on the ice.
- **Masks: Yellow phase:** Masks are mandatory at all times except while in the field of play.
- Keep groups bubbled as much as possible, remaining in the same bubble for at least 2 weeks. Also try to put siblings on the same session if possible.
- **Coaches are to remain stationary** and should have their own designated spot. This can either be off the ice (i.e. player's bench) or if on the ice, a 2m radius should be drawn on the ice with a marker so skaters can easily identify the prohibited zone. **Coaches and choreographers must always wear a mask.** Choreographers can use the whole ice surface. Partnering of dances is prohibited.
- Harness are not to be used if skater cannot get themselves in or out without help.
- **Lesson plans** should be adapted to ensure skaters and coaches are practicing physical distancing.
- Avoid hands-on assistance. Coaches should use verbal cues when instructing students rather than physical contact.
- Use verbal cues & drawings on ice to enhance learning. Use verbal incentives.
- Encourage constant movement on the ice.
- Coaches must have their own coaching aids. Not to be shared with others.
- All skaters must bring their own personal items (gloves, tissues, water bottles, etc.). Provide garbage barrels with garbage bags and a cover by ice surface.
- Utilize lanes for class/group work.

- **Warm-ups** must occur where social distancing can be followed such as outdoors in a safe area or inside the facility if such area is available.
- Work with facility to have a door used to enter the ice and another to exit the ice.
- **Music playing** should be done by one designated person operating the equipment for the duration of the practice and properly clean equipment after use.
- **Post sessions:**
 - Skaters will depart from the ice in a timely manner, once the session has ended.
 - Must leave rink within 15 mins of finishing sessions.
 - Cool down activities (e.g. stretching should be done at home or in an area where physical distancing can be maintained (e.g. outside).

PROCEDURES FOR CANSKATE, SPECIAL OLYMPICS (CANSKATE), CANPOWERSKATE AND PARACANSKATE

Pre-CanSkate

- Small group of 5-10 Pre-Canskate skaters.
- Coach / PA to skater ratio of (1:5).
- Group will be kept “bubbled”, remaining in the same bubble for at least 2 weeks, and will try to put siblings on the same session, if possible.
- All reasonable attempts shall be made to respect physical distancing measures as possible, except for brief contact.
- Plastic buckets, baskets or large heavy pylons will be used on the ice to assist skaters with getting up and balancing until they can do so on their own.
- Verbal cues, demonstration and on ice drawings will be used when instructing rather than physical contact.
- All equipment will be disinfected at the end of each class (i.e. baskets, toys)

CanSkate

Skaters must be able to stand and move around on their own without the help of a coach or program assistant.

- Region in Yellow phase: a maximum of 34 skaters permitted per session (excludes coaches and PA's).
- Region in Orange phase: a maximum of 18 skaters permitted per session (excludes coaches and PA's).
- Ice divided in 2
- Must meet PA / Coach to skater ratio of (1:5).
- Skaters are to remain in the same bubble group for the entire session (i.e. Fall)
- Skaters are to wear a mask at all times in the Quispamsis Memorial Arena, including while on the ice while in the orange phase. In the yellow phase, masks are to be worn at all times in the facility except while in the field of play.
- There will be separate entry and exit doors.
- Coaches and Program Assistants are permitted to move around the ice surface however, they must wear a mask for all CanSkate and CanPowerSkate sessions. There must be 1 Program Assistant / Coach per 10 skaters.
- Lesson plans should be adapted to ensure skaters and coaches are practicing physical distancing.

- Avoid hands-on assistance. Coaches should use verbal cues when instructing students rather than physical contact.
- Use verbal cues and drawings on ice to enhance learning. Use verbal incentives.
- Encourage constant movement on the ice. Should have a PA designated to ensure constant movement and no gatherings.
- Coaches must have their own coaching aids, not to be shared with others. Coaches should also have their own clipboards and pens, etc.
- All skaters must bring their own personal items (gloves, tissues, water bottles, etc.). Garbage barrels with garbage bags and a cover should be provided by the ice surface. Skaters are highly recommended to wear a helmet with a shield.
- Utilize lanes for class/group work.
- If skaters are to gather at any time, there is to be an “x” drawn on the ice so skaters know where to stand. Make sure skaters are aware of how this works.
- **Dressing Rooms** SCNB strongly recommends that dressing rooms not be used; however, if the facility allows, dressing rooms may be used following the facility’s and Public Health’s Guidelines. Please note that masks must be worn as per the Mandatory Mask Order.
<https://www2.gnb.ca/content/dam/gnb/Departments/eco-bce/Promo/covid-19/MandatoryMasksFAQ.pdf>
- **Pre-sessions** All CanSkate and CanPowerSkate skaters are to come to the facility, rink ready. Prior to entering the rink, skaters must be dressed with their skates on if the facility does not have a designated area. Skaters are to arrive at the rink no earlier than 10 minutes before the beginning of the session.
- **Warm-ups** Skater should do their warm-up within their ice section. Have cones to indicate where sections are split.
- Work with facility to have a door used to enter the ice and another to exit the ice.
- **Music playing** should be done by one designated person operating the equipment and properly cleaning the equipment after use.
- **Cool Down** Skaters should do their cooldown within their ice section. Have cones to indicate where sections are split.
- **Post sessions:**
 - Encourage a timely departure from the ice in order to clear the area for the next session.
 - Must leave rink within 10 minutes of finishing sessions.
- **Cleaning** At the end of each session, disinfect all equipment and surfaces. In order to be able to offer 2 sessions back to back, have a volunteer disinfect the area used by the first session so it’s ready for the next one. Skaters will arrive 10 minutes before their session.
- Clubs may want to consider having 2 sets of teaching aids tools. This would allow sufficient time to disinfect teaching aids from one session while allowing a second set to be used for a subsequent session.
- **Additional Information:**
 - No plush toys are to be used.
 - After every session, name tags go home with the skaters or they must be disinfected before and after every session.
 - Parent information sessions will be sent by email.

PHYSICAL DISTANCING

- Greet with a wave instead of physical contact.
- Conduct virtual meetings with staff, skaters, parents and volunteers.
- Post signage reinforcing social distancing and illness prevention measures. (Appendix 3)
- Locker rooms should be closed; skaters and coaches should be rink ready.
- Put skates on in the car, if possible. Use open areas like outside, lobbies, hallways, spectator areas, etc. for putting skates on (refer to Operational Plan for Quispamsis Memorial Arena).
- Keep all personal equipment in a secure bag or leave it in the car.
- Limit coach/skater contact during lessons. Maintain distance of 2 meters.
- All warm-ups should be done outside of the building, weather permitting.
- Skaters should enter/exit ice at staggered times and separate entrances. Clearly label entry/exit and flow through the building.
- Lesson plans should be adopted to ensure skaters and coaches are keeping a distance of at least 2 meters length. Utilize markers on the ice and new activities to ensure spacing is maintained.
- Discourage gathering in groups in the lobby or bathrooms.
- Follow directional arrows in the arena.
- Encourage parents/guardians etc. to limit the amount of people that come to the rink.
- Parents/guardians should stay close by in case skater gets injured.
- Encourage parents/guardians to be on time for drop off and pick up.
- Skaters are not to gather at the boards to socialize with other skaters.

HYGIENE AND CLEANING

Proper hygiene can help reduce the risk of infection or spreading infection to others. The following rules must be followed by all skaters, coaches, staff, and volunteers and their families. We expect skaters and their families, to be diligent and cooperative in helping us achieve these goals:

- Wash your hands often with soap and water for at least 20 seconds. Use alcohol-based hand sanitizer if soap and water are not available. Upon entering the building, all skaters, coaches, parents/guardians, staff and volunteers will be required to hand sanitize. A hand sanitize station will be set up in the front entrance lobby.
- Avoid touching your eyes, nose, or mouth with unwashed hands.
- Hand sanitizers will be available at each ice surface at the entry gate. Skaters, coaches, staff, and volunteers are encouraged to use them frequently, as appropriate, throughout the session time.
- All skaters should have personal hand sanitizers in their skating bags.
- Frequent handwashing will be encouraged.
- Hard surfaces such as ice surface gates, doorknobs, light switches and stereo buttons and knobs, will be sprayed and wiped down with a disinfectant spray or wipes, before the session starts and at the conclusion of the session, by the coach and/or staff and/or volunteers.
- Gloves/Mittens should be washed daily.
- Each skater will be permitted to have one personal water bottle. The water bottle will be labelled with the owner's name and will be washed daily. Water bottles will not be shared with another individual. Skaters should have their own Kleenex boxes as well.
- Public bathrooms are available as per the Operational plan for the Quispamsis Memorial Arena. Dressing room bathrooms are not to be used.

RESPIRATORY HYGIENE

When coughing or sneezing:

- Cough or sneeze into a tissue or the bend of your arm, not your hand.
- Dispose of any tissues you have used as soon as possible in a lined waste basket and wash your hands afterwards.
- Please note that masks must be worn as per the Mandatory Mask Order.
<https://www2.gnb.ca/content/dam/gnb/Departments/eco-bce/Promo/covid-19/MandatoryMasksFAQ.pdf>

ILLNESS POLICY AND SELF ISOLATION AREA

What happens if there is a suspected case?

(SEE PAGE 3 – ITEM#4 a, b and c,) ILLNESSES OR SYMPTOMS WITH BOTH STAFF AND PATRONS / PARTICIPANTS. COVID-19 OPERATIONAL PLAN – qplex ARENA – SEPTEMBER 3, 2020

ILLNESSES OR SYMPTOMS WITH BOTH STAFF AND PATRONS/PARTICIPANTS

- Patron / Participant** – Should a patron / participant develop symptoms during their time in the facility, they will be given a disposal face mask to wear and the staff/coach/person interacting with them will wear one as well. While at the facility, ***all skaters*** must have a parent / guardian present at all times that is able to accompany a symptomatic child, and they must leave the facility immediately. They will be asked to contact 811 as recommended by the Office of the Chief Medical Officer of Health for the Province of New Brunswick. Should they be tested and found positive for COVID19, we will follow the communication protocols listed below.
- Should they be tested and found positive for COVID – 19, we will follow the communication protocols from 811 as recommended by the Office of the Chief Medical Officer of Health for the Province of New Brunswick the Public Health Department.
- Staff** – If a Staff member develops symptoms of COVID – 19, they will leave the facility and immediately contact their Supervisor, Manager or Director of the Town of Quispamsis. The affected employee will be required to contact 811 as recommended by the Office of the Chief Medical Officer of Health for the Province of New Brunswick. Additional measures provided by the Town's Human Resources Department will be followed.

- d) Regional Public Health will be involved to manage any instances or outbreak and ensure contacts are identified; public health measures are in place and will lead any communication that is required.

IF YOU HAVE SYMPTOMS OR HAVE COME IN CONTACT WITH SOMEONE WITH COVID-19

- DO NOT come to your scheduled sessions,
- Do not visit a hospital, physician's office, lab or healthcare facility without consulting 811 first.
- If you are having difficulty breathing or experiencing other severe symptoms, call 911 immediately. Advise them of your symptoms and travel history.

In the event of a suspected case or outbreak of influenza-like-illness, immediately report and discuss the suspected outbreak with the Medical Health Officer (or delegate) at your local health authority. Implement your Illness Policy and your enhanced measures.

If your organization is contacted by a medical health officer in the course of contact tracing, cooperate with local health authorities.

Skaters, coaches, staff, parents, guardians and volunteers are expected to answer all screening questions honestly. Failure to answer these questions honestly will result in expulsion from the program and loss of privileges.

Closure of the Arena

A closure may be directed if there is a COVID-19 outbreak, a change in the Provincial Mandatory Order, or in any other case as directed by the Office of the Chief Medical Officer of Health. The facility will close and cannot reopen until authorized by the Office of the Chief Medical Officer of Health. User groups may lose access to the arena if they do not follow this Operational Plan in addition to their own.

REFUND POLICY

The Quispamsis Figure Skating Club has the following refund policy in place regarding Covid-19

There will be no refunds on Skate Canada or Skate NB membership fees or on the 3% administrative fee.

If the Quispamsis Memorial Arena is closed for more than two weeks due to COVID-19, the Quispamsis Figure Skating Club will make every attempt to replace the sessions missed after the two-week period. If the qplex ARENA is closed for longer than a two-week period, the Quispamsis Figure Skating Club will issue refunds based on the reimbursement received from the facility.

No refunds for sessions under 10 weeks, if the facility remains open.