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# COVID-19 Paramount Fine Foods Centre – Sportsplex Protocols

July 29, 2020

The health and safety of our customers and employees is our number one priority. When the facility opens, we will be operating under a number of strict safety precautions, and with limited services.

The following protocols have been developed to reduce the risk of transmission of COVID-19 among our customer and employees. We have been working closely with the Ontario Recreation Facilities Association (ORFA) to implement best practices and return to play guidelines for physical distancing to ensure the safety of everyone in our facility.

With our COVID-19 safety protocols in place, there are a few things that we'll be doing differently, and we'd like you to be aware of these prior to your first visit to the facility.

Please familiarize yourself with these protocols prior to arriving at the Sportsplex. It is essential that customers take these policies and precautions seriously to support a safe and healthy experience for everyone.

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## Safety Precautions / General Information

- All persons entering Paramount Fine Foods Centre – Sportsplex must wear a face covering that securely covers the nose, mouth and chin as required under the City of Mississauga by-law no. 0169-2020.
  - Persons who are engaged in athletic activity are exempt while on the court/field, in accordance with the Emergency Orders.
- Physical distancing or staying at least 2 meters (or 6 feet) away from other people whenever possible, **including while on the field / court**
- Physical distancing, when combined with proper hand hygiene and cough etiquette, has been shown to limit the spread of COVID-19.
- Be advised that all customers will be required to be passively screen themselves for COVID-19 symptoms (via signage) before being allowed to enter the facility
- Surfaces and other high touch points will be cleaned and disinfected frequently
- City of Mississauga employees will have appropriate training and protective equipment for their work environment and will be actively screened by their Supervisor before entering the facility
- All bookings must be done in advance through the Customer Service Centre 905-615-4100, option 2
  - Each booking will be 60 minutes in duration unless approved otherwise
  - Cleaning will take place in between each booking
- Sport Specific
  - Contract holder must adhere to Provincial restrictions, as well as any applicable sport governing bodies' (i.e., Ontario Soccer Association, Gymnastics Ontario, Ontario Basketball Association) return to play guidelines on the number of participants permitted.
  - Stage 3 legislation states – Sports may only be practiced or played 'if they do not allow for physical contact between players or if they have been modified to avoid physical contact between players.'
- Drop-in programming is not available until further notice

## Upon Arrival

- Main entrance doors will remain locked at all times. To access the facility for your rental, the coach/trainer/manager must first assemble the entire team/group outside the main entrance and call the posted phone number when team has fully arrived, and ready to enter as a group
  - Entry must not occur any earlier than 10 minutes before rental time
  - All members must enter together

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- All participants will be required to enter from the main entrance: C Sportsplex Gate 1
- Players must be fully dressed before entering the facility
- After entering building, follow all directional arrows
- Water bottles should be filled in advance

## **Please Be Aware**

- Change rooms will not be made available
- General areas of the facility (i.e., lobby, lounge) will remain closed, and customers must stay within the stanchions and directional markings when entering
- No activities should take place as group is waiting to enter building
- Warm-ups will not be allowed inside the facility under any circumstances
- The concessions are currently closed until further notice
- Absolute soccer store will be available according to posted hours. Please use C Sportsplex Gate 1 entrance to gain access
- The customer service desk will be open Monday-Friday from 8:30am-4:30pm
- Public washrooms:
  - Public washrooms on the lower level will be open. Please adhere to posted protocols related to use and capacity.
  - Where possible, staggered entrance into the public washroom should be adhered to in an effort to maintain physical distancing guidelines.
- Spectators **will not** be allowed in the facility – players and team staff are the only customers allowed in for each rental, until further notice (no parents/family/friends)
- The players benches will not be available – all coaches, staff and players should be on the court/field for the duration of the rental

## **Following Your Rental**

- Please collect all of your belongings and discard of any garbage in appropriate bins, ensuring that nothing is left behind.
- Please proceed out of the facility (no loitering) using the directional markings, and proceed to your vehicle