



## What to expect for your rental

We've made some changes starting **October 13<sup>th</sup>, 2020** to ensure a safe experience for all visitors, but you can expect to see the same friendly faces and quality customer service from our staff.

### Public health guidelines and protocols are in place:

- Mandatory masks or face coverings in indoor public spaces
- Screening protocols
- Physical distancing
- Enhanced cleaning and sanitizing protocols

### Things to know prior to leaving your home:

- Dress in as much of your equipment as possible
- Change rooms will be available as of **October 13<sup>th</sup>, 2020**. (refer to change room document) – attached
- Spectator access - (refer to spectator access document) – attached

### Arriving at the facility:

- Arrive no earlier than 25 minutes before your rental
- Line up outside the arena entrance and follow all safety and directional signage
- Make sure you wear a mask or face covering when entering the facility
- To support facility capacities and gathering limits under Provincial Legislation, the permit holder (Organization or Group) are responsible to manage both participant and spectator capacities to ensure your rental does not exceed 50 persons total. (refer to spectator document) – attached.
- Ensure your entire group is present before entering the facility (late participants will not gain access to the facility)

### Getting to the ice rink:

- Make sure you wear a mask or face covering as you walk through the facility
- A designated staff or coach should escort your group to a designated change room area
- Keep a safe distance of 2 meters or 6 feet from others
- Participants will be asked to keep their belongings in the designated change rooms.

### While using the rink:

- Groups may accommodate up to a maximum amount of players as indicated on your sports [Return to Play Protocol](#), but may not at any time exceed a total of 50 persons for your rental (inclusive of spectators, coaches etc...)
- Hockey/Ringette groups may conduct non-contact modified 3v3 and 4v4 game play

# Markham Recreation



- All player contact should be avoided

## After your rental:

- Make sure you wear a mask or face covering as you walk through and leave the facility
- Participants will return to their designated change room to change and collect their belongings
- Users ready to leave the facility may do so immediately through identified exit points.
- Teams must ensure all participants and parents leave the facility no later than 25 minutes after their rental.

## Protect yourself & others

Things to remember:

- No contact between players
- Do not leave valuables unattended in the facility
- Spitting is strictly prohibited
- Keep a safe distance of 2 meters or 6 feet from others at all times
- Avoid touching high-touch surfaces
- Make sure you wear a mask or face covering when walking through the facility
- Washrooms are for emergency use only
- Your group must enter and travel through the facility together
- At no time should anyone be walking through the facility unattended.
- Bring a full water bottle, labeled with your name (water fountains will be unavailable)
- Do not share water bottles.

We continue to monitor and follow advice from Public Health officials at the federal, provincial and regional levels. The City is taking a responsible and measured approach to reopening, which is guided by the Government of Ontario's *Framework for Reopening the Province* and the City of Markham's *Response, Recovery & Reinvention Plan*. The health and safety of our visitors, staff and the community remains our number one priority.

Thank you for your ongoing patience and support.

We're all in this together!

*Please provide a copy of these instructions to all participants prior to your rental. This will help City of Markham staff ensure that you have a safe and enjoyable experience.*