

Skating



What to expect for your rental (Starting September 28th, 2020 – Mount Joy)

We've made some changes 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

Prior to leaving your home:

- Dress in as much of your equipment as possible
- Change rooms will be available as of September 28th 2020. ***Please review City of Markham Change Room document – provided with your contract.***

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
- Ensure your entire group is present before entering the facility (late participants will not gain access to the facility)
- Spectators - (one legal guardian per participant) may accompany their child into the facility. ***Please review City of Markham Spectator document - provided with your contract***
- Spectators must stay within the designated spectator areas identified at each 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 seating area near the rink
- 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.

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While using the rink:

- Groups may bring up to a maximum of 25 participants for their rental (inclusive of coaches).
- Hockey Group may conduct non-contact modified 3v3 and 4v4 hockey.
- 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
- Spectators allowed on a 1:1 ratio with participants (must be legal guardian)
- 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 other than to leave after your rental
- 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.

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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.