

ZATZMAN SPORTSPLEX

Re-Opening Guide

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Welcome back!

We missed each of you over the past 14 weeks. For 36 years the Sportsplex has been a hub of community activity. People have come to the Sportsplex to play, be entertained, and to improve their health. The past 3 months have been hard on everyone, and we are so excited to be starting the re-opening of the facility.

As we have all heard from Dr. Strang, it is critical that the re-opening of businesses and organizations be done gradually, taking every opportunity to reduce the risk of COVID-19 transmission. Things like physical distancing, increased cleaning, and reduced occupancy are required right now. If we continue to maintain the flattened COVID-19 curve, these restrictions will gradually be lifted in stages and we will be able to offer more options to people.

TIMELINE

Through this section we will explain what to expect at the Sportsplex as we re-open. It is important to remember that public health information and provincial directives can change quickly. We will make every effort to update our website and other platforms as fast as possible as we adapt to these changes.

Here is a high-level overview of how the facility will re-open, currently broken down into Stage 1, and Stage 2, with further steps becoming available as the situation develops.

STAGE 1

Wednesday June 24 – Friday July 3 (We will be closed Canada Day)

- We will welcome back those who held a membership with us in March before we closed.
- This period will also be to test the new procedures we have in place.
- Facility Hours: Monday - Friday 8 a.m. – 8 p.m.
- The facility will be closed on weekends for these first two weeks.
- Only persons who were members when we closed will be able to access the facility at his time.
- There will be no charge to our members for the first two weeks.
- All activities must be pre-booked online through MyRec. If you have not pre-booked your activity online, you will not be permitted to enter the building.
- Your activity must be paid for at the time of booking.
- Initial offerings will include access to the fitness centre, squash or racquetball courts (within your family bubble only), fitness classes, use of the track, and access to the gymnasium.
- The pool, child minding, locker rooms, tours, membership sales, social areas, and the arena are not available.

- You must come dressed to participate in your selected activity.
- There will be enhanced cleaning and safety protocols in place.
- Maintain 6-feet between you and others.
- Persons not willing to support physical distancing and the enhanced cleaning protocols to ensure their safety, along with the safety of other customers and our staff, will be asked to leave the facility.

STAGE 2

Will begin on July 6 We will be welcoming back the general public as well as those from Stage 1.

- Those who held a membership in March will receive a pre-booking opportunity and a reduced price when booking spaces.
- The track will be open at no charge.
- All activity must be pre-booked online through MyRec. If you have not pre-booked your activity online, you will not be permitted to enter the building.
- The facility will start opening on weekends. Confirmed summer weekend hours will be released in an update on July 3, 2020.
- The general weekday hours for the facility will remain Monday – Friday, 8 a.m. – 8 p.m.
- Information about the availability of the pool, arena, and other services will be made available as soon as we have a clear opening plan for these spaces.

Stages 3, 4 & 5, including use of the pool, drop in visits, child minding, and open recreation opportunities, will be detailed in later updates as future Health Guidelines become available.

There are answers to a variety of questions included here in the FAQs. They include information about those that have their membership on hold and details on many other aspects of the re-opening.

Questions?

On Thursday June 18 our phone lines will be reconnected. Staff will be taking calls and answering questions on the following days:

- Thursday June 18
- Friday June 19
- Monday June 22
- Tuesday June 23

The phone lines will be manned from 8 a.m. – 6 p.m. each day and will remain closed on the weekends.

PROCEDURES TO HELP KEEP YOU SAFE

The safety and health of our staff and customers are of the utmost importance. Be assured that we have been closely following the recommendations of the Public Health Agency of Canada. To help stop the spread of COVID-19 we have implemented several new measures throughout the facility.

If you are feeling sick, stay home. Are you experiencing cough, fever, sore throat, or difficulty breathing? Have you travelled outside of Nova Scotia in the last 14 days? If you have, we ask that you please stay home, and call 811.

Enhanced cleaning measures. Enhanced cleaning measures are being put into place to disinfect every surface, including cleaning equipment before and after use, purchasing of a Fogger machines, and sanitizing stations throughout the facility. You can read more information on our enhanced cleaning measures on page 11.

Reduced hours. The facility will be operating on reduced hours to allow for more scheduled deep cleaning throughout the entire building.

Reduced occupancy. There will be a restricted number of patrons allowed within the facility at any one time.

Personal Protection Equipment (PPE). Staff will have access to facemasks, gloves, and shields. We welcome our patrons to wear masks while in the facility where possible. We do not recommend patrons wear a mask while working out, as it will restrict breathing.

New first-aid protocols. We are following the advice of the Lifesaving Society and have adapted our first-aid protocols to include protective/safety equipment.

Pre-book all activities online through MyRec. All activities must be pre-booked online through a MyRec account. We will update you on any changes as we move into Stage 2.

Activities are booked in 60-minute blocks. The sixty minutes includes arriving and leaving the facility. You will be admitted into the facility only at your booked appointment time. If you arrive early, you must wait outside. These sixty minutes allow for 5-minutes to arrive and get to your activity, 50-minutes of activity, and 5-minutes to leave. You can book multiple activities in a row.

We are not accepting cash payments. All bookings through MyRec must be paid for when the booking occurs. We will update you on any changes as we move into Stage 2.

Maintain physical distancing. Please respect physical distancing and maintain 6-feet or 2-meters between you and others.

Sanitize often. Patrons are asked to sanitize their hands before they enter the facility. There are several hand sanitizer locations set up in the facility and we encourage you to use them often.

Traffic flow. When you enter the Sportsplex, you will notice metal dividers and directional signs throughout the building. Please respect the flow of traffic and follow the direction of the signs laid out for you.

Cover your mouth. Please cough or sneeze into your elbow.

We're happy to have you back, but you must leave when your activity is done. When your booking time is complete, we ask that you leave the facility immediately. We know everyone is excited to see friends again, but please do not congregate or socialize in any of the open areas.

Come dressed to play. We ask that all patrons come dressed to participate in their chosen activity. Change rooms and showers are not available. You will need to change and shower at home.

Stay safe. You know your health best. If you have any underlying health conditions, please take extra precautions during this time.

MEMBERSHIPS

We are not restarting memberships when we reopen. You will not be paying for your regular memberships.

With reduced services in place, we can't offer our members what they've signed up for, so using our traditional Sportsplex membership doesn't make any sense. Drop in access is not available, we cannot offer mass activities like open swims or skates, and most programs are not available. The experience you paid for in a regular membership simply can't exist right now.

Because of this:

- We are not selling new memberships.
- Existing memberships that were put on hold when we closed will remain on hold until we are once again able to offer you what you paid for.
- This will likely not be before September or October.
- We will give you plenty of notice before we begin to restart memberships.

COVID COURTESY MEMBERSHIP

In the short term, if you were a member when we were shut down due to the pandemic, we have provided you with a COVID Courtesy Membership. This will allow you to book a timeslot to come into the facility for free during Stage 1 (June 24 – July 3). When we start allowing the general public to book spaces in Stage 2, it will provide you a members-only pre-registration time, and a discount on activities.

These memberships will not be available in MyRec until June 22.

ALL ACTIVITIES MUST BE BOOKED ONLINE

- ALL activities must be pre-booked online through MyRec.
- Online bookings will help us maintain reduced occupancy levels.
- Online bookings will help us with contact tracing if required.
- Persons dropping in will not be permitted access. Drop in visits will hopefully be allowed by Stage 3 or 4 (likely late summer).
- You can only book activities for yourself, not on behalf of anyone else.

HOW DO I GET A MYREC ACCOUNT?

This one is easy. [Please click here to visit the website to register.](#)

ACTIVITIES

WHAT IS THE FEE FOR ACTIVITIES?

- In Stage one, activities will be free for members
- In Stage two activity fees will be:
 - \$5 per activity for the general public
 - \$3 per activity for members
 - \$10 for family gym time (beginning July 8)
- The track will remain free for everyone

HOW FAR IN ADVANCE CAN I BOOK MY ACTIVITY?

- Members will have access to book an activity 7 days in advance
- The general public will have access to book an activity 5 days in advance

HOW MUCH TIME DO I GET FOR MY ACTIVITY?

Every activity booking will be for a 60-minute slot, and patrons will not be able to enter the building until the start of their booking time. The 60 minutes allows for:

- 5-minutes to enter the building and get to your activity
- 50-minutes in your activity
- 5-minutes to leave the building.

You must come dressed for your activity as locker rooms will not be available.

WHEN CAN I BOOK MY ACTIVITY?

This service will be available starting Monday, June 22.

FACILITY USE

In addition to the rules and restrictions in place for the facility, we have specific rules and restrictions in place for each area of our facility. These rules are for the:

- Track
- Gymnasium
- Fitness Centre
- Fitness Classes
- Pool
- Squash and Racquetball Courts

TRACK

Welcome back to the track! Ready to get your run/walk on? While we work to stop the spread of COVID-19, there will be designated running and walking times on the track. These times are laid out in our online brochure.

Go in the same direction. We ask that all runners/walkers please move in the same direction that is designated for that day.

Create space. Please create space for patrons who are attempting to pass. If you are running or walking with someone within your bubble, be aware of other track users. Keep in mind you will have to walk or run in single file if other patrons are trying to pass.

Pass only if you can maintain physical distancing. Please wait for other track patrons to create space for you to pass!

Use designated entrance and exit points. You will notice that there are specific entrance and exit points along the track to help maintain traffic flow. Please use the proper entry and exit points.

GYMNASIUM

Welcome back to the gymnasium! We hope you have fun with your chosen activity! Here's a few new rules we have in place to help stop the spread of COVID-19.

Equipment availability. Nets will be provided and set up by the Sportsplex staff. All other equipment, such as basketballs, volleyballs, badminton rackets, etc. must be brought from home. Facility equipment will not be available for use.

Please do not share your personal equipment. To prevent the spread of the virus, we ask that you do not share your personal equipment with anyone outside of your family bubble.

We're renting out specific areas. In order to keep our patrons safe, rentals will include a designated location in the gymnasium. Please contain play to your assigned section of the gym.

Use designated entrance and exit points. You will notice that there are specific entrance and exit points in the gym to help maintain traffic flow. Please use the proper entry and exit points.

FITNESS CENTRE

We're glad to have you back in the fitness centre, and we hope you enjoy your workout! Here are some rules to follow to help keep the staff, patrons, and facility safe.

Wipe it down. We ask you take extra care to wipe down fitness equipment, both before and after you use it.

Respect blocked off equipment. Some machines in the facility will be blocked off to maintain social distancing between patrons. Please do not try to use these.

Equipment availability. Weight belts, resistance bands, TRX straps, and other personal equipment normally available to borrow are not available.

Please do not share your personal equipment. To prevent the spread of the virus, we ask that you do not share your personal equipment with anyone outside of your family bubble.

Use designated entrance and exit points. You will notice that there are specific entrance and exit points in the fitness centre to help maintain traffic flow. Please use the proper entry and exit points.

Re-rack your weights. We hope you are always following this rule, but it is very important that you re-rack your weights when you are finished with them (you must sanitize them anyway, so please put them back as well).

FITNESS CLASSES

Welcome to your class! We have a few new rules in place to keep everyone safe.

Immediately proceed to your designated workout space. The instructor will be there to guide you and the class to your assigned area, please follow their instructions.

Sanitize. Please sanitize your equipment before and after use.

Use designated entrance and exit points. You will notice that there are specific entrance and exit points in the fitness classes to help maintain traffic flow. Please use the proper entry and exit points.

POOL

We know everyone is looking forward to accessing our pool once again. Unfortunately, the pool will not be opening at this time. This area of the facility will remain closed for the time being, but we are hopeful that we will be able to reopen the pool in late July. Stay tuned for more information.

When that time does come, we will be limiting pool use to lane swims only to start. Please be aware of the following:

Equipment availability. Flutter boards, pull buoys, and other personal equipment normally available to borrow are not available.

Please do not share your personal equipment. To prevent the spread of the virus, we ask that you do not share your personal equipment with anyone outside of your family bubble.

Please do not spit, cough, urinate, or blow your nose in the pool. We hope you're always following this rule. These fluids increase the chances of COVID-19 transmission.

One person per lane. The pool will only be admitting one person per lane at a time, and we ask that all swimmers please swim in the centre of your lane.

Rest points. Swimmers will only be able to stop for a rest at the point they entered the lane.

Snorkels are prohibited, because they encourage spitting.

Use designated entrance and exit points. You will notice that there are specific entrance and exit points in the pool to help maintain traffic flow. Please use the proper entry and exit points.

COURTS

We're excited to welcome you back to the courts! They're a great way to exercise and play with a partner in your family bubble.

Please note that for now:

Patrons must bring their own equipment. Rackets and other equipment will not be available at this time.

Please do not share your personal equipment. To prevent the spread of the virus, we ask that you do not share your personal equipment with anyone outside of your family bubble.

ENHANCED SAFETY AND CLEANING

The Zatzman Sportsplex is committed to the safety of our staff and customers. As such we have made changes in how we operate to help keep everyone safe.

- Before reopening we will have completed a deep clean of the entire facility.
- We have confirmed with our suppliers that our cleaning supplies are approved by Health Canada as effective against COVID-19.
- We have purchased 'foggers' to help ensure that spaces are disinfected quickly and completely.
- The facility will be deep cleaned each night.
- All returning Housekeeping staff were provided with training on the new equipment and safety measures.
- Locker rooms and showers will not be available.
- The pool will remain closed at this time.
- Hand sanitizer is available when you arrive and throughout the building.
- All bookings and payments must be completed online through MyRec to reduce physical transactions.
- We have placed plexiglass shields at the welcome desk.
- We have reduced our hours of operation.
- We have scheduled cleaning times between activity time slots to disinfect spaces and equipment.
- We have modified traffic patterns in the building to help encourage physical-distancing
- We have signage throughout the building reminding patrons to physical distance and stay home if feeling sick.
- Fountains can only be used to fill water bottles.
- All social and seating areas will be blocked off.
- Masks and gloves are available to staff, and customers are encouraged to wear them when possible
- We are happy to welcome you back, but staff will not participate in hand shakes or other physical contact.
- Patrons will be required to provide their name, address, and contact information when registering for an activity to allow for contact tracing should the need occur
- Persons placing others at risk will be asked to leave the facility.

EXPECTATION OF PATRONS

We have implemented new procedures to keep our staff and patrons safe. But these measures will only work if everyone follows them and does their part. As patrons, you will also have responsibilities.

We expect you to:

- Not come into the facility if you have signs of COVID-19, such as fever, dry cough, tiredness, or aches and pains.
- Not come to the facility if you have been in contact with someone who has COVID-19.
- Not come to the facility if you have travelled outside the Province within the last 14 days.
- Remain 6-feet from others. Be aware of your surroundings and ensure everyone is always able to physically distance.
- Clean any equipment before and after use.
- Respect bookings and timeslots. You will not be permitted to enter the facility if you have not booked a time slot. You may enter the facility at the start of your booking, and you must leave the facility immediately after your booking is complete.
- Be patient and kind with everyone. We are all learning about being active in the re-opening environment and there is no reason to treat others badly.

WHAT WE DID DURING SHUTDOWN

Like everyone in our community we were stopped in our tracks when COVID-19 hit in March. When we learned how long this shut down was going to last, we asked how we could use time to make the Sportsplex better for our patrons when we reopen. These are some of the projects completed while the facility was closed.

1. We have replaced the electrical panel in the arena refrigeration plant.

This work was originally scheduled early in September 2020. It would have required removal of the ice surface and several weeks of closure. That work will now be completed by mid-July and it will no longer have any impact on the regular hockey season.

2. We replaced the expansion joint in the pool.

Earlier this year someone vandalized the pool by tearing out parts of the expansion joint in both the main and training pools. The replacement of this would have required the pool be closed for two weeks in September. This work is now complete, and it will not impact the start of our fall season.

3. We refurbished the team rooms.

The arena team rooms were stripped, repainted, and the mats were cleaned (the rooms smell nice again!). The shower rooms were also cleaned, and the ceiling was resealed. We have also painted the team room hallways and benches.

4. We have repainted all the doors in the building.

We have also repainted all the cubbies and several walls.

5. We refinished the floor in the Victoria Room.

There was a leak in the back of the dry locker room showers that was dripping down through the ceiling. The moisture warped the Victoria Room fitness studio floor. All the plumbing has now been fixed and the floor has been refinished.

6. We have replaced all the cartridges in the showers.

There were several hot water issues in the showers. We took them all apart and found a buildup of dust and other particles from the water system. All the showers have been serviced and the buildups removed.

7. We deep cleaned the entire facility and all our show equipment, including our thermal floor for the arena.

8. There were several smaller projects completed during our closure and the facility is now in better shape than it was when re-opened in February 2019.