



NSWC

COVID-19 Protocols & Information

May 2021

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Important Covid-19 Information

The health and safety of our members and staff is a top priority. NSWC continues to follow the guidance published by Federal and Provincial health authorities, the Government of BC, and WorkSafe BC. We ask that all members and staff adhere to guidelines to make the NSWC a safe place for all.

Please be patient with staff members as they continue to enforce COVID-19 protocols. We appreciate your caution and adherence to safety procedures. The more responsive we are to taking proactive actions, the more it allows us to continue to offer club services to members. Please note that as the COVID-19 situation evolves, the Board and Management may adjust operations as required and advised by the Health Authority.



Entering the Club

All individuals accessing the club MUST check-in. Please leave yourself enough time to arrive early, as you may need to wait outside before entering the lobby if someone is inside. If you are participating in an activity you must register in GameTime before you arrive.



Upon arrival please put on your mask. A mask must be worn in hallways, stairwells, hockey dressing rooms, viewing areas, locker rooms, bathrooms, café, lounge, outside courtyard, and other areas you move through on the way to your destination, especially when physical distancing of 2 metres cannot be maintained.

Players/Athletes: once you have arrived at your activity destination including pickleball or tennis, or seated at the café, lounge or Tiki Deck, you may remove your mask. A mask must be worn at all times in the Fitness Centre, during dryland sessions, and on the ice with members outside your household.

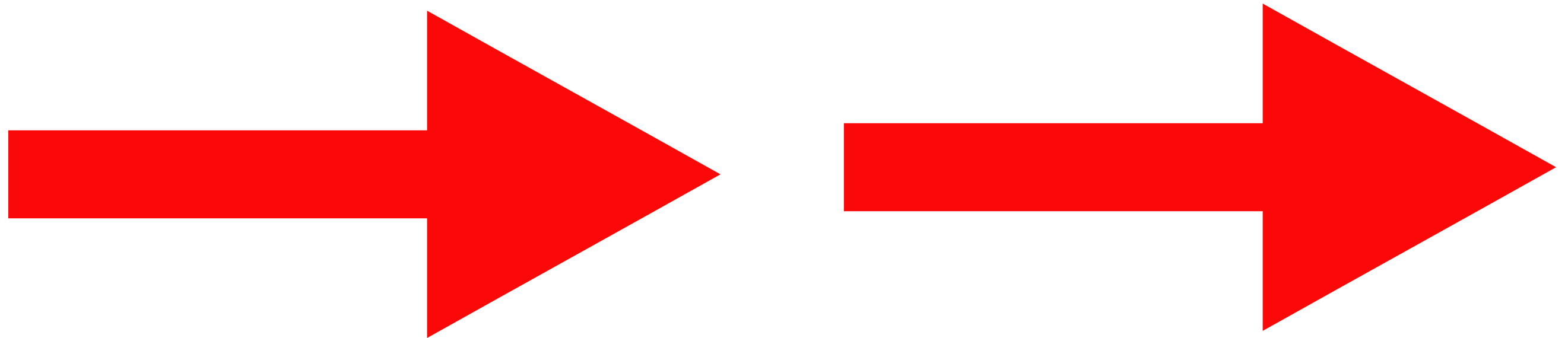
Moving Through the Club

Safety Protocols Reminders while moving through the Club

Please keep to the right to optimize social distancing, following directional signage and pathways.

Please do not congregate in large groups in the lobby or around the clubhouse between activity times.

Please respect those areas of the Club that remain closed. When members use areas without permission, the area does not get extra sanitization as the staff is unaware that this area has been used. In our diligence of extra cleaning and sanitization, we want to ensure that any area that has been used is cleaned.



Guests

We trust our members to keep the NSWCC community as safe as possible by only bringing to the Club 'core' cohorts (includes people with whom you regularly spend the longest amounts of time). As per the PHO, cohorts help to limit the spread of the virus.

Members are permitted to bring up to two (2) guests PER FAMILY and the guests may visit up to twice per month for activities. Please note, these guests must be direct family members (spouse, parents, children, and grandchildren) or living in the same household. Neighbours, out-of-town family, cousins, aunts, uncles, nieces and nephews do not apply at this time. We thank you for your cooperation.

Remember, guests must fill out a Self-Declaration Form prior to entering the Club. See page 8 for link to form.



External Cohorts



As per viaSport's guidelines, it is recommended that individuals limit the number of sport cohorts to which they belong in order to reduce the number of people they interact with.

ViaSport Return to Sport Guidelines for BC:

[READ MORE](#)

As members engage in various activities and with various cohorts outside the Club, we ask that if you are in close contact and exposed to Covid-19, you notify the Club immediately.

For the safety of our members, access to the NSWC for these individuals may be restricted until further notice, as deemed by the Club or VCH. For more information on the NSWC's Response Plan to reported illness or positive Covid-19 testing [click here.](#)



Children

CHILDREN UNDER THE AGE OF 16 YEARS MUST BE SUPERVISED BY AN ADULT AT ALL TIMES.

As per the Board of Directors' updated COVID policies (May 2020), children must be with their parents/guardians at all times, unless in a registered program. Please respect other members by monitoring the actions of your children at the club.



Compliance Form

NSWC Member Health Declaration and Policy Compliance Form - COVID-19

To Download Form:

[Click Here](#)



Hockey



CURRENT HOCKEY PROTOCOLS:

- All individuals entering the NSWC MUST wear a mask.
- All hockey games (including Senior Men's & team scrimmages) are cancelled until further notice.
- All adult skating groups are suspended until further notice.
- Children's practices, programs, and privates may continue as usual.
- Members must have read and agreed to follow safety protocols.

Hockey



HOW DO I BOOK ICE TIME?

- Hours of operation: 6:00am – 10:00pm, Monday - Sunday.
- Members must book ice via GameTime.
- Ice can be booked up to 4 days in advance after 8:00pm.
- ALL players' names must be booked in GameTime. Only listed players are allowed to play.
- Open hockey available for Members of same household only.
- Maximum of two open ice bookings per week with the exception of same day bookings.
- One adult must be on-ice if participants are under the age of 16.
- Cancellation Policy: \$25 fee if cancelled within 24 hours or no-show for ice time.

Questions? Please contact Bob McCuaig, Hockey Director, at bobmccuaig@nswc.ca.

Hockey

VIEWING AREAS (inside and beside ice rinks)

Indoor viewing areas remain closed as per VCH. In addition, there is no rink side viewing with the exception of Cookie Monsters and Learn to Skate programs.

Viewing of the Large Ice may only be viewed via LiveBarn.

Click on the LiveBarn logo to access. Please note an account and subscription are required to access LiveBarn.



Click below to learn more about Hockey Canada's Safety and Protocols:



Tennis / Pickleball

CURRENT TENNIS & PICKLEBALL PROTOCOLS:

- All individuals entering the NSWC (players, parents, coaches) **MUST** wear a mask. Masks are not mandatory for players while on court.
- Only **singles** is allowed indoors unless playing with members of the same household. Outdoor tennis doubles is allowed and welcomed once rooftop court renovations are complete.
- Outdoor pickleball doubles is not allowed due to smaller court size unless partner is from same household.
- After booking time is complete, please sanitize area around court including net and chairs and use hand sanitizer provided by the Club. It is advised that sanitization be done prior to your session as well, for enhanced protection. Immediately following court time, please proceed to nearest exit.
- All viewing areas are closed per VCH order.
- Members must have read and agreed to follow safety protocols.

To view Tennis BC's COVID-19 Protocols Click Here:



To view Pickleball BC's COVID-19 Protocols Click Here:



Tennis / Pickleball



HOW DO I BOOK COURT TIME?

- Hours of operation: 7:30am – 10:30pm, Monday - Sunday.
- Members must book courts via GameTime.
- Members may book courts 6 days in advance.
- Members may book 1 hour slots, with a 5 minute gap to allow time for sanitization after play. (Members must sanitize nets & chairs).
- ALL players' names must be booked in GameTime.
- Members are limited to a maximum of 4 bookings per week, 2 maximum in Prime Time 6pm-8:55pm.
- Cancellation notice of 24 hours will be strictly enforced. No shows and late cancellations will be charged \$25, and will count towards one weekly booking allocation.

If you have any questions, please contact Fabio Walker, Racquets Director, at fwalker@nswc.ca.

Fitness Centre & Dry-Land Studios



CURRENT FITNESS PROTOCOLS:

- Masks must be worn at all times even when exercising in the Fitness Centre and Dry-land Studios.
- Fitness Centre spots/capacities have been reduced for safety reasons.
- All users **MUST BE BOOKED** in GameTime.
- All shared equipment (e.g. exercise machines, floor mats, weights, etc.) must be cleaned and disinfected between each use by users; sanitization stations are provided.
- Physical distance of 2.5 metres between each patron must be maintained while exercising. Physical distancing of 2 metres must be maintained when not exercising and at all other times in facility.
- Members must cancel if feeling sick. Please do not come to Club.
- Do not arrive earlier than scheduled time.
- Please bring or use a personal water bottle; water filling stations are provided, but not water fountains.
- All members must have read and agreed to follow safety protocols.

Fitness Centre & Dry-Land Studios



HOW DO I BOOK A WORKOUT TIME?

- Hours of operation: 6:30am – 9:15pm, Monday - Sunday.
- Visit GameTime and click on Fitness Centre tab.
- Members can book a 75 minute session by clicking on 1 of the 10 available slots. There will be a 15 minute gap between sessions to address cleaning/disinfecting and a safe transition.
- Members cannot use the Fitness Centre before or after their allotted time during Prime Time 5pm-to close unless same day booking.
- Cancellation notice of 8 hours will be strictly enforced. No shows and late cancellations will be charged \$25.
- Mindbody classes are cancelled until further notice.

If you have any questions or to book a personal training session, please contact Fitness Director, Garth Prouse, at gprouse@nswc.ca or contact your current NSWC fitness trainer.

Pool / Tiki Deck



CURRENT POOL AND TIKI DECK PROTOCOLS:

All pool bookings are same household only. If you have friends in your bubble you would like to swim with, we encourage you to sign-up in lanes next to each other.

To ensure all members can enjoy the Tiki Deck and picnic tables please limit your visit to 2 hours. Members can not congregate or wait for tables. If no tables are available, please leave the area and come back when spots open up.

Please remember: only those over the age of 19 are allowed to sit in the Adults only section. Please stay seated and staff will come to you. Food and beverage provincial laws state: patrons must remain seated at all times, unless arriving, leaving or using the bathroom.

For Pool Booking and Tiki Deck rules click here:



Kiddie Pool / Courtyard

KIDDIE POOL

Same family households can book the wading pool for 30 minute sessions. Booking hours of the pool match family swim hours:

Monday – Friday: 3pm to 8pm

Saturday – Sunday 12pm to 7pm

A reminder that parents/ guardians must remain within arms length of children at all times.

COURTYARD AREAS

Masks are mandatory at all times in courtyard areas of the Club EXCEPT when seated at a table or sitting on a lawn chair. Children are not allowed to play or run in the grass areas. Children must be seated at their tables with parental supervision.



Food and Beverage



CURRENT FOOD & BEVERAGE PROTOCOLS:

- Patrons who are not in the same party must be seated two meters apart.
- No more than six patrons seated at a table.
- Patrons may not group tables together.
- Once seated, patrons are not allowed to visit other tables.
- Masks may be removed once seated at a table.

DAILY HOURS OF OPERATION:

Cafe: 10am - 9pm

Tiki Deck: 12pm - 9pm (or later if weather allows)



Cleaning Enhancements



Housekeeping staff continue with rigorous cleaning protocols.

We have purchased a number of state-of-the-art tools that enhance our cleaning procedures:

Electrostatic Sprayers – the electrostatic charge gives disinfectant droplets a magnetic capability that wraps around surfaces and hard to reach areas with up to 80% more coverage (see next page for more information).

Hydroxyl Machines – these machines enhance purification by clearing contamination out of the air and killing airborne microorganism in smaller spaces. We have one set up in the Fitness Centre and Lounge/Bar for your safety.

Covid Electrostatic Sprayer



Meet our COVID sanitizer!

The NSW's handheld Electrostatic Sprayer brings a revolutionary disinfecting and sanitizing capability to our cleaning regime and enhances infection control.

The sprayer covers up to 1,000sq/ft of surface area per fill. The electrostatic charge gives disinfectant and sanitizer droplets a magnetic capability that allows them to wrap around surfaces and hard to reach areas for up to 80% more coverage than traditional spray bottles, buckets and rags. Electrostatic spraying allows us to disinfect and sanitize surface areas to break the chain of infection and reduce illnesses.

Enforcement of Policies



Any staff, member or guest who has been witnessed to have willfully infringed COVID-19 policies will be subject to review by the General Manager. After the situation is promptly reviewed, the General Manager may:

Issue a verbal or written warning to the individual.

Advise the individual to leave the club immediately or until further notice until such time the complaint has been resolved.

Suspend the individual from the Club for up to one week.

Refer the matter to the Board of Directors for review due to the seriousness of the infringement or if that individual had been previously suspended for infringement of COVID-19 protocols. Suspensions can be issued for up to six months from the Club.

ANSWERS TO COVID-19 QUESTIONS

If you are experiencing symptoms of COVID-19 or think you might have it, please click on the VCH link for more information:



Self-Assessment Tool

To help determine if you need further assessment or testing for COVID-19, use the BC COVID-19 [self-assessment tool](#). You can complete this assessment for yourself, or on behalf of someone else, if they are unable to.

Testing

For information on the latest testing guidelines, please visit the VCH [COVID-19 testing page](#).

How Long Should You Self-Isolate?

To determine how long to self-isolate, follow the guidance of public health for self-isolation as there may be different scenarios:

[READ MORE](#)

To learn about self-isolation, self-monitoring, what to do if you get sick, travelers, and how to prevent the spread of COVID-19, [click here](#).

For additional information, visit the VCH self-isolation page.



If You Need Medical Care

Pay attention to your health and how you are feeling. If it becomes harder to breathe, you can't drink anything or feel much worse than when you got tested; seek urgent medical care at an urgent care clinic or emergency department. If leaving your home for medical care, call ahead and tell the clinic you are coming. By calling ahead, you help the clinic, hospital, lab, urgent care or doctor's office prepare for your visit and stop the spread of germs.

If you or someone in your care has chest pains, difficulty breathing, or severe bleeding, it could be a life-threatening emergency. Call 9-1-1 or the local emergency number immediately.



NORTH SHORE WINTER CLUB



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