



COVID-19 PRE-CAUTIONARY MEASURES

Your health is a priority for us, so please read on to learn more about our business preparedness and our safety measures below. These are our new skating guidelines we have set in place for our group lessons. These protocols are based on current Ontario statues and regulations, current public health requirements and our motivation to make our sport safe for everyone.

PLEASE NOTE Ice Dreams Skating Academy has created a policy to prohibit lessons to anyone not wearing a mask or face covering when entering into the facility. Exemptions are made for children younger than 5, for anyone with medical conditions and special needs, and for anyone participating on the ice.

Thank you for your understanding.

Stay Safe.

To Coaches, Staff and Customers of Ice Dreams Skating

Ice Dreams Skating Academy is committed to making this a safe and fun experience for everyone. We have developed an official re-opening plan in conjunction with Public Health Ontario that will be strictly enforced to keep our skaters, customers, coaches and staff safe during our re-opening.

For the safety of all our skaters, customers, coaches and staff the following are integral parts to our re-opening plan:

- **SAFE SOCIAL INTERACTIONS**
 - Maintain proper distance from each other
- **PERSONAL HYGIENE**
 - Frequent hand washing
 - Cough into your sleeve
 - Wear a mask
 - No handshakes
- **STAY HOME IF YOU ARE SICK**
 - Routine screening when you come into the facility
 - If you are experience symptoms you must stay home
 - Returning travellers must self-isolate for 14 days
- **ENVIRONMENTAL HYGIENE**
 - There will be more frequent cleaning within the facility

- Surface sanitization in highly-touched areas

Our enrolment numbers will adhere to the indoor gathering limits of a maximum of **50 people** while adhering to all appropriate physical distancing measures. The following controls will be implemented when Ice Dreams Skating Academy is running its sessions:

Pre-Registration

- Skaters should pre-register and pay online or over the phone whenever possible in order to minimize contact with staff.
- Wherever possible all registrations, including the collection of payment should be done online, over the phone or via email.
- The use of cash will be limited and wherever possible customers will be allowed to scan or tap their credit cards and handle the POS terminal themselves.
- Attendance will be taken and record will be kept of all participants in case of an outbreak.

Health Screening

- All customers will have their temperatures taken when entering the building and will be required to complete a short health questionnaire. This will need to be done each lesson so please allow yourself time for this.

Arrivals & Departures

- Customers will need to arrive at the facility no earlier than **15 minutes** before their scheduled lesson time, maintain sufficient space for physical distancing while lining up or waiting to begin.
- At the end of their scheduled lesson all participants must immediately leave the facility.

Equipment - Skates & Helmet

- Skaters are requested to come in skating attire, skates included. Don't forget your skate guards!
- There will be seating around the ice rink as change-rooms will not be used at this time to maintain physical distancing.
- Skaters are asked to arrive with skates on 15 minutes before the start of their lesson.
- Coaches will meet the skater at their seat and assist them onto the ice.

Parent/Guardian Viewing

- No spectators will be allowed in the arena facility, unless they are needed to accompany a minor in order to assist in putting on and removing equipment, in which case only (1) parent and/or guardian will be granted temporary access while adhering to all appropriate physical distancing measures to assist and once completed immediately exit the arena facility.
- Once your child is on the ice, parents must watch their children from the viewing gallery upstairs this way we can safely teach the skaters.
- If your child needs to use the bathroom we will notify you to come and assist them.
- Parents will be required to wear face masks when entering the building. Please remember to social distance while inside the building.
- Face masks are recommended but not required for skaters on the ice.

Entry and Exit to the Ice

- We will have different doors for entering and exiting the ice to best manage the flow of traffic.
- Coaches will meet the skater at their seat and assist them onto the ice.
- When exiting the ice at the end of the skater's lesson, parents must not be at the exit doors to greet their child in order to all and maintain physical distancing.

Teaching Aids

- We will not be using any teaching aids that are made of cloth.
- All plastic teaching aids will be sanitized before and after every session.
- Skaters will be instructed to NOT touch the teaching aids.

Maintaining Quality Coaching

- Coaches will ensure all skills are demonstrated with accuracy and with exaggerated demonstrations to avoid hands-on assistance.
- Clear descriptions of skills will be used when teaching.
- Coaches will use a louder voice for distance and when wearing a mask.
- Coaches will also be moving with the skaters while giving instructions and corrections.

Equipment Rental

- All rental equipment (Skates & Helmet) will be disinfected and thoroughly sanitized between uses to help prevent the spread of COVID-19.

Staff & Coaches

Ice Dreams Skating Academy has an important obligation to ensure a healthy and safe workplace for our coaches and staff.

We have implemented the following measures:

- Educating coaches on public health information and expectations related to the implementation of our operating plan for Stage 3.
- Implementation of an Illness Policy, which outlines procedures for staff and customers that may be experiencing symptoms and ensures no one attends work/skating lessons when sick.
- Routine screening when entering into the facility.
- Enhanced hygiene protocols have been implemented:
 - Frequent and proper hand washing
 - Accessible hand-sanitizing stations
 - Coaches must wash and sanitize their hands upon arrival and before exiting the facility.
 - Reminders to avoid touching face, eyes, nose and mouth.
 - Reminders to use appropriate cough and sneeze etiquette – cough and sneeze into your elbow.
- Enhanced cleaning protocols for common areas and common equipment have been implemented.
- Measures for staff & coaches to maintain physical distancing
 - Limit use of and interactions in shared spaces and ensure physical distance can be maintained in these spaces.
 - Limit staff & coach interaction whenever and wherever possible.
- Where risk exposure is high, masks should be worn at all times.
- Gloves should be worn at all times.
- Minimize use of shared equipment.
- Staff & Coaches should disinfect any shared equipment they have come in contact with after each use.
- Ensure staff & coaches understand the Right to Refuse unsafe work and procedures are in place to respond to such concerns.

You should NOT participate if:

- **You do not feel well or are feeling symptoms of COVID-19**
- **Someone in your household has COVID-19 or is showing symptoms of COVID-19**
- **You have traveled outside of Canada within the last 14 days**
- **Someone in your household has traveled outside of Canada within the last 14 days.**

GROUP SIZE

Under Stage 3 based on the advice of the Chief Medical Officer of Health and public health experts, gathering limits have increased to a maximum of **50 people**.

As mentioned, the maximum number of people (skaters, coaches, etc.) allowed in the arena is **50**.

REGISTRATION

- Wherever possible all registrations, including the collection of payment should be done online, over the phone or via email.
- The use of cash will be limited and wherever possible customers will be allowed to scan or tap their credit cards and handle the POS terminal themselves.
- Attendance will be taken and record will be kept of all participants in case of an outbreak.

Our COVID-19 Plan is based on current public health guidance. While we are all doing our best to minimize the risk of exposure and while the virus circulates in our communities it is impossible to completely eliminate the risk. All registrants and coaches and staff must make their own decision as to whether it is in their best interest to participate at this time. Please consider your own circumstances and make the decision that is right for you. If you choose to join us, we require your full cooperation with our COVID-19 Plan.

We look forward to seeing everyone back on the ice under different circumstances than we are used to, but understanding that we will all need to do our part to get through these times together and keep each other healthy and strong.

Stay Safe.

Ice Dreams Skating Academy