



MORRISBURG & DISTRICT SKATING CLUB

COVID-19 RETURN TO SKATE - POLICIES, PROCEDURES & PROTOCOLS

STAGE 3: Effective September 1, 2020

CanSkate

Maximum of 36 skaters (Stage 2 & up except for some returning Stage 1, meeting our criteria) and 9 coaches/PAs

STARSkate

Maximum of 20 individuals on ice

November 23, 2020 – Edition

Morrisburg & District Skating Club
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Dear Morrisburg & District Skating Club (MDSC) Skaters and Parents,

We have developed this document to assist and guide you with a safe return to skating at MDSC.

*MDSC would like to thank our parents/guardians for understanding that during these challenging times, we must commit to proper policies, procedures, and protocols to keep all our members safe and healthy. **Skaters, parents/guardians, coaches, volunteers, and board members are asked to review this document in its entirety.***

All figure skating activities must adhere to all federal, provincial, and municipal laws, regulations, by-laws, and orders as they may exist from time to time.

This includes but is not limited to compliance with:

- Physical distancing measures
- Health and safety regulations
- Size of permitted gatherings
- Skate Canada rules, policies, and procedures
- Skate Ontario rules, policies, and procedures
- All Safe Sport policies and procedures
- Applicable occupational health and safety requirements.

After reviewing this document and you still have questions, please reach out to our **MDSC COVID-19 Oversight Group**:

Name	Position	Phone	E-mail
Rebecca Kelly	President	613-330-9177	rebecca.kelly3@hotmail.com
Tracy Yalden	Vice President	613-340-1598	rob.tracy10@gmail.com
Allison Scott	Coaches Rep	613-362-4282	allison.n.scott@hotmail.com
Ali VanHoof	Coach	613-361-9713	ali.vanhoof13@hotmail.com
Julie VanHoof	Ice Consultant	613-360-6905	gjvanhoof@gmail.com

Our main form of communication to you will be through email, so please ensure we have the most up to date contact information for you and your skater. Please contact Rebecca Kelly at the above email to provide your latest contact information.

Any important/urgent information will be posted on our Facebook Page.

<https://www.facebook.com/Morrisburg-District-Skating-Club-1635356823363516>

Please continue to refer to the MDSC website for ongoing updates, policies, procedures, and protocols.

<https://www.skatemorrisburg.com>

Take care, be safe and we look forward to seeing you back on the ice in the fall.

Sincerely,

Morrisburg & District Skating Club

www.skatemorrisburg.com

info@skatemorrisburg.com

- ❖ There will be no guest skating this season.
 - ❖ **Harassment Policy** – Any form of harassment, verbal abuse, foul language, or aggression towards any of our volunteers, coaches or skaters will not be tolerated and will result in an immediate loss of membership without refund.
-

PRIOR TO ARRIVAL AT THE RINK

Any participants – including skaters, coaches, volunteers, as well as parents/guardians – MUST perform a COVID-19 Self-Assessment (pg.5-7) PRIOR TO coming to the rink in accordance with current public health guidelines prior to each skating session.

Individuals who are considered a vulnerable or at-risk individual (individuals over 70 years, weakened or compromised immune system or any medical conditions, such as heart disease, lung disease, cancer, etc.) should strongly consider their participation in club/skating activities. However, the lobby will be available for accessibility viewing for those individuals.

ARRIVAL AT THE RINK

All skaters and coaches must arrive at the rink fully dressed

MDSC has made the decision to close the dressing rooms for our skating sessions to ensure physical distancing measures (access to washrooms will be in the lobby).

To expedite your screening/entry process into the facility, you may bring with you, a completed copy of your COVID-19 Self-Assessment Screening Tool (see pg. 5-7).

- The Health Screener will review the copy of your completed self-assessment and return it to you.
- Verbal screening by our Health Screener **IS** necessary if you do not have a completed self-assessment with you. We will not be providing hard copies of our self-assessments.
- Your attendance, phone number and health screening results will be recorded for contact tracing purposes.

All skaters, coaches, volunteers and, parents/guardians are required to wear a face mask/covering when entering and exiting the facility.

- **Skaters** must wear a clean face mask/covering upon entry/exit of the facility, to and from the ice but are not required to wear a mask while skating.
- **Coaches/PA's** must wear a clean face mask/covering upon entry/exit of the facility, and during their time on the ice unless actively engaged in athletic activity.
- **Volunteers and parents/guardians** must wear a clean face mask/covering upon entry/exit **and** during their time in the facility.
- **All individuals** must wear a clean face mask/covering and clean winter gloves/mitts (*if needed*) daily.
- Individuals should refrain from touching their eyes, nose, mouth, and face while participating or while wearing mittens/gloves.
- Individuals must exhibit good respiratory etiquette (i.e., sneezing or coughing into the crook of the elbow or tissue, no spitting, no clearing of nasal passages).

COVID-19 school and child care screening tool

Version 2: October 1, 2020

Children must screen for COVID-19 every day before going to school or child care.
Parents can fill this out on behalf of a child.

Screening Questions (place an "X" in the appropriate column)

1. Does your child have any of the following **new or worsening** symptoms? Symptoms should not be chronic or related to other known causes or conditions.






Fever and/or chills (temperature of 37.8°C/100.0°F or greater)	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Cough (more than usual if chronic cough) including croup (barking cough, making a whistling noise when breathing) Not related to other known causes or conditions (e.g., asthma, reactive airway)	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Shortness of breath (dyspnea, out of breath, unable to breathe deeply, wheeze that is worse than usual if chronically short of breath) Not related to other known causes or conditions (e.g., asthma)	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Decrease or loss of smell or taste (new olfactory or taste disorder) Not related to other known causes or conditions (e.g., nasal polyps, allergies, neurological disorders)	<input type="checkbox"/> Yes	<input type="checkbox"/> No

2. Does your child have any of the following **new or worsening** symptoms? Symptoms should not be chronic or related to other known causes or conditions.

Sore throat (painful swallowing or difficulty swallowing) Not related to other known causes or conditions (e.g., post nasal drip, gastroesophageal reflux)	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Stuffy nose and/or runny nose (nasal congestion and/or rhinorrhea) Not related to other known causes or conditions (e.g., seasonal allergies, returning inside from the cold, chronic sinusitis unchanged from baseline, reactive airways)	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Headache that is new and persistent, unusual, unexplained, or long-lasting Not related to other known causes or conditions (e.g., tension-type headaches, chronic migraines)	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Nausea, vomiting and/or diarrhea Not related to other known causes or conditions (e.g., transient vomiting due to anxiety in children, chronic vestibular dysfunction, irritable bowel syndrome, inflammatory bowel disease, side effect of medication)	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Fatigue, lethargy, muscle aches or malaise (general feeling of being unwell, lack of energy, extreme tiredness, poor feeding in infants) that is unusual or unexplained Not related to other known causes or conditions (e.g., depression, insomnia, thyroid dysfunction, anemia)	<input type="checkbox"/> Yes	<input type="checkbox"/> No

3. Has your child travelled outside of Canada in the past 14 days?
 Yes No
4. Has your child been identified as a close contact of someone who is confirmed as having COVID-19 by your local public health unit (or from the COVID Alert app if they have their own phone)?
 Yes No
5. Has your child been directed by a health care provider including public health official to isolate?
 Yes No

Results of Screening Questions

-  If you answered "YES" to any of the symptoms included under question 1:
- Your child should stay home to isolate immediately.
 - Contact your child's health care provider for further advice or assessment, including if your child needs a COVID-19 test or other treatment.
-  If you answered "YES" to only one of the symptoms included under question 2:
- Your child should stay home for 24 hours from when the symptom started.
 - If the symptom is improving, your child may return to school/child care when they feel well enough to do so. A negative COVID-19 test is not required to return.
 - If the symptom persists or worsens, contact your child's health care provider for further advice or assessment, including if your child needs a COVID-19 test or other treatment.
-  If you answered "YES" to two or more of the symptoms included under question 2:
- Your child should stay home to isolate immediately.
 - Contact your child's health care provider for further advice or assessment, including if your child needs a COVID-19 test or other treatment.
-  If you answered "YES" to question 3, 4 or 5:
- Your child should stay home to isolate immediately and follow the advice of public health.
 - If your child develops symptoms, you should contact your local public health unit or your child's health care provider for further advice.
-  If you answered "NO" to all the questions, your child may go to school.

Public Health Ontario - Contact Tracing

Answering these questions is optional. This information will only be used by Public Health officials for contact tracing. All information will be deleted in 28 days.

Date: _____

Name: _____

Phone or Email: _____

MDSC COVID-19 SELF-ASSESSMENT SCREENING TOOL **ADULTS**

Please circle YES or NO to each question.

1. Have you returned from travel outside of Canada in the past 14 days? YES / NO

2. Have you been in close contact* with someone who...

- Recently travelled outside of Canada OR YES / NO
- Is sick with new COVID-19 symptoms in the last 14 days OR YES / NO
- Has symptoms and who is awaiting COVID-19 results OR YES / NO
- Has a tested positive for COVID-19 in the last 14 days? YES / NO

**A close contact is someone who was closer than 2 meters or living in the same home.*

3. Do you have any of the following symptoms?

Please

✓ check the symptom(s) you are experiencing.

- Fever (feeling hot to the touch, a temperature of 37.8°C; 100.4°F or higher)
- New or worsening cough (dry or productive); barking cough, making a whistling noise when breathing
- Chills
- Shortness of breath (unable to breathe deeply or feeling unable to catch one's breath)
- Sore throat (not related to seasonal allergies or other known conditions), trouble swallowing
- Runny, stuffy, or congested nose (not related to seasonal allergies)
- Lost sense of taste or smell
- Pink eye (conjunctivitis, irritated, itchy, or painful eye that may have crusting or discharge)
- Unusual headache
- Nausea or vomiting (not related to other known causes or conditions)
- Diarrhea or stomach pain (not related to other known causes or conditions)
- Muscle aches
- Unexplained fatigue (lack of energy)

If you are experiencing any of the above symptom(s), is this due to an existing medical diagnosis (not COVID-19) that explains the symptom(s)?

YES /

NO

(eg. seasonal allergies, migraines, etc. that are not self-diagnosed)

If you have answered YES to questions 1 or 2 or are experiencing symptoms not related to a medical diagnosis, you are not permitted access to the facility.

Please self-isolate and contact the Eastern Ontario Health Unit 1-800-267-7120 or visit www.eohu.ca to find a COVID-19 Assessment Center to get tested.

Spectators

- No spectators are permitted at the facility.
 - **All skaters may have one (1) parent/guardian, per skating family** permitted in the building following all policies, procedures, and protocols.
 - **Parent/guardian must stay in the stands. They will not be able to enter and exit the building during the session.**
-

CanSkate

CanSkaters are required to arrive fully dressed, with their skates on and tied. MDSC has made the decision to close the dressing rooms for our skating sessions to ensure physical distancing measures. Our facility does not have the room outside of the dressing rooms for that many skaters to put on/remove skates while maintaining 2 meters apart.

- Skaters will not be permitted in the stands.
 - Skaters will keep their name tag for the entire season and return it at the end of the season.
 - Skaters will follow all safety measures, policies, protocols, and procedures to the best of their ability. Coaches, PAs, and volunteers will help remind them when needed.
 - Skaters will continue to wear CSA approved hockey helmets. An additional face shield on the helmet is recommended but not mandatory. Skate guards are highly recommended.
-

Late Arrivals

- If possible, Junior and STARSkaters must notify their coach if they know they will be late.
- If you arrive late for your session, skaters will be given a 15-minute window of that session start time to enter the building following all "PRIOR TO ARRIVAL AT THE RINK" and "ARRIVAL AT THE RINK" protocols.
- Skaters arriving **beyond 15 minutes** of their session time will not be permitted to enter the building due to safety and cleaning protocols.

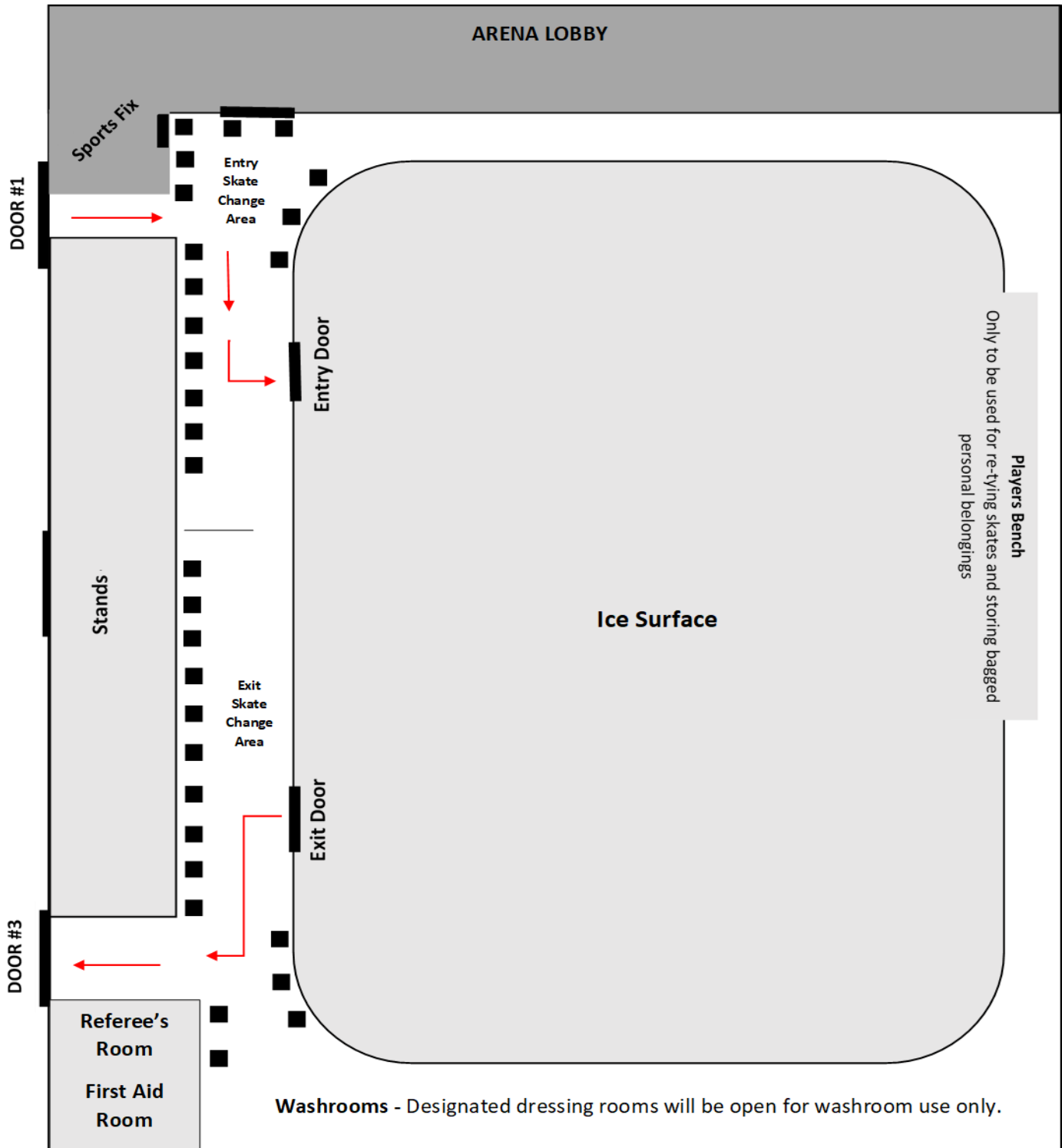
****Skaters will not be reimbursed for sessions they missed due to late arrival.****

DAILY ENTRY PROCEDURES

- **Arrival time must not be any more than 5-10 minutes before the scheduled ice time.**
- **Junior/STARSkaters may put their skates on / remove skates outside of the arena respecting physical distancing protocols and remaining at least 2m apart.**
 - ❖ Skaters can use their own vehicles or bring their chairs (i.e. camping chairs).
 - ❖ If weather does not permit doing so outside of the arena, when skaters are permitted into the facility, they are to tie their skates in the Entry Skate Change Area while following physical distancing guidelines and remaining at least 2m apart.
- **Any Junior/STARSkater requiring assistance with tying their skates should have skates put on at home or in the parking lot by their parent if possible.**

- ❖ If weather does not permit doing so outside of the arena, *one (1) parent/guardian per skating family* will be permitted into the facility, following all entry/exit procedures, to tie skates in the Entry Skate Change Area while following physical distancing guidelines and remaining at least 2m apart. Parent/guardian must then go immediately to the stands to sit physically distanced from other parents/guardians until the end of the session. At the end of the session, parent/guardian will exit DOOR #3 and wait outside for their skater.
- **Personal items like skating bags will be left in the relevant individual's vehicle (in a safe and secure location) and *not* be brought into the arena.**
 - ❖ Junior, STARSkaters, and coaches may use a small personal bag to carry their own water bottle, tissue box, hand sanitizer etc. into the arena. This will help keep items separate from others. No sharing of items is permitted.
 - ❖ Skaters must have their own closed containers (ie. Ziploc bag) for disposing of used personal items such as tissues. These must be disposed of at home or in a lidded garbage container in the facility. Label equipment and personal items with your name so they can be easily identified. Keep your personal items to a strict minimum.
 - ❖ Have cleaning supplies like sanitizing wipes and hand sanitizer in your activity bag to be able to wipe down personal equipment and disinfect hands. Clean and disinfect equipment and personal items before and after every skating session.
- **Skaters and parents/guardians will stand 2 meters apart from others while waiting to be greeted outside DOOR #1 by an MDSC Health Screener.**
 - ❖ The MDSC Health Screener will do an attendance check, record phone numbers, and conduct a verbal COVID-19 screening to individuals/a group of skaters that have not brought a completed copy of their self-assessment screening. Once the individual/group has been cleared and the responses are recorded the individual/group will be allowed to enter the facility one at a time. Skaters must maintain their 2-meter distance while waiting to enter the building.
 - ❖ **Junior/STARSkate skaters** must then sanitize their hands and go directly to the Entry Skate Change Area. If they need to tie their skates, they may do so while following physical distancing guidelines and remaining at least 2m apart. Chairs will be set up 2m apart. Please do not move the chairs. Skaters must remain seated until they are given direction from a coach/MDSC Health Screener to take to the ice. Parent/guardian must go immediately to the stands (if not tying skates) to sit physically distanced from other parents/guardians until the end of the session.
 - ❖ **CanSkate parents** and skaters must sanitize their hands, then take their skater(s) directly to the ice door marked "ENTER", remove skate guards from skater(s) and assist skater(s) onto the ice all while maintaining physical distancing measures. Parents must then take skate guards and go sit in the stands until the session is over (no guards on the boards). The stands will be marked with designated sitting spots to ensure physical distancing.
 - ❖ Skaters must follow physical distancing protocols and remain at least 2 meters apart from any other individual while waiting to enter, entering the ice and, during the skating session.
 - ❖ Skaters must use the door marked "ENTER" only.
 - ❖ No personal belongings are to be left in the Entry Skate Change Area, they must be taken out to the ice surface and left in the designated players' bench.

Morrisburg Arena



**Chairs in the Entry and Exit Skate Change Area will be spaced 2 meters apart to allow for physical distancing. Map does not represent actual measurements of the Morrisburg Arena or placement of the chairs and is only used to ensure the proper flow of traffic is adhered to.*

DAILY EXIT PROCEDURES

- 1) Skaters and coaches must follow physical distancing protocols and remain at least 2 meters apart from any other individual while waiting to exit the ice. While waiting to exit, they must put on their mask.
 - 2) Skaters and coaches will exit the designated ice door, marked 'EXIT' and follow the arrows on the floor to the Exit Skate Change Area.
 - CanSkate parents will wait in the stands until their skater(s) has/have come off the ice then they may come down and put their skaters' skate guards on and follow the arrows to exit through DOOR #3.
 - Junior and STARSkate parents will exit out DOOR #3 and wait outside for their skater.
 - 3) Junior, STARSkaters, and coaches must continue to distance 2 meters at this point, while sitting in the Exit Skate Change Area. Please do not move the chairs as they are spaced 2m apart.
 - 4) Once skates are removed, skaters can exit the building by following the arrows to the designated exit door, DOOR #3.
 - 5) Individuals should then immediately leave the premises (no congregating in groups in the parking lot)
 - 6) Wash face masks, winter mitts/gloves and clothing with regular laundry detergent after each skating session.
 - 7) Clean and disinfect all equipment and personal items before and after every skating session.
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Back to Back Sessions

- **Skaters participating in back to back sessions must wait in the Exit Skate Change Area while wearing a mask and maintaining physical distancing.**
 - ❖ When the flood is over, skaters must follow physical distancing protocols and remain at least 2 meters apart from any other individual while waiting to enter the ice. Skaters will be directed to the ice by a coach or MDSC Health Screener.
 - **Upon entering the ice surface, through the designated door marked "Enter" one at a time, skaters must maintain a minimum 2-meter distance for the duration of the skate from coaches and other participants.**
-

On-Ice Coaching

Coaches may coach from one spot on the ice or over the boards at rink side. Coaches are not permitted to skate alongside skaters. Coaches and skaters must remain at least 2m apart from each other. All coaching should be done using verbal cues. MDSC may assign to each coach, a numbered area (at least 2m apart from the next) and instruct them to coach from their designated coaching area. Coaching areas can be rotated to allow coaches different areas throughout the day/week.

Injuries

If your skater is injured on the ice, the coaches are responsible for giving first aid. The skater must wear a face mask and the coach must wear a mask and gloves when first aid is given. If a skater cannot wear a mask due to their injury, the coach must wear a face mask, face shield and gloves.

If the skater needs to leave the facility (for any reason), one coach will call the parent/guardian and escort the skater out to meet their parent at DOOR #3.

In the event of serious injury, all other skaters will exit the facility using DOOR #3 and the parent and paramedics will be able to enter the facility using DOOR #1.

Music Playing/Office Use

- One person per session to play music in the skating office.
 - Office use is strictly limited to Music Players, Health Screeners, board members, and coaches who may need to use it for operational/administrative tasks. No other individuals are permitted in the office. Each user of the office is expected to sign in/out for contact tracing purposes.
 - The Music Player, Health Screener, board member or coach will be responsible for wiping down all areas he/she has touched prior to exiting the office. Sanitizing wipes will be provided.
 - When a session is over, all users of the office will exit the building by crossing the top of the stands, to the stairs and exit out DOOR #3. (all while maintaining physical distancing)
 - Music will be played by interested volunteers only. No "opt-out" music playing fee will be charged for this season due to COVID-19 considerations.
-

Facility Coordination

Our club will coordinate with the relevant facility to ensure compliance with these policies, procedures, and protocols. This includes at minimum:

- Implementing effective measures to manage the flow of traffic in and out of the facility.
- Ensuring that any person who enters or uses the facility maintains a physical distance of at least 2m from any other person who is using the facility.
- Scheduling and implementing cleaning between each training group on the ice.
- Wiping down / sanitizing high touch areas such as entry / exit doors to the ice and facility, stair railings, washrooms, skate change areas, etc.
- Ensuring closure of dressing rooms in the facility, except to the extent they provide access to a washroom or a portion of the facility that is used to provide first aid.
- Facilitating compliance by the facility operator with the advice, recommendations, and instructions of public health officials, including any advice, recommendations or instructions on physical distancing, cleaning, or disinfecting as per directions from public health officials.
- Failure to comply to the group sizes set forth by current government limits or physical distancing requirements can result in immediate removal from the facility and a non-refundable cancellation of that ice time.

COVID-19 RESPONSE PLAN

Below are the individuals who will be acting as the **MDSC COVID-19 Oversight Group**. Should you have any questions about any aspects of the Return to Skate protocols or other policies and procedures related to COVID-19, please contact one of the individuals below.

Name	Position	Phone	E-mail
Rebecca Kelly	President	613-330-9177	rebecca.kelly3@hotmail.com
Tracy Yalden	Vice President	613-340-1598	rob.tracy10@gmail.com
Allison Scott	Coaches Rep	613-362-4282	allison.n.scott@hotmail.com
Ali VanHoof	Coach	613-361-9713	ali.vanhoof13@hotmail.com
Julie VanHoof	Ice Consultant	613-360-6905	gjvanhoof@gmail.com

If an individual becomes symptomatic during a session...

Not every symptom or situation requires testing and isolation, therefore MDSC will assess every situation and always refer to any guidance from public health and act on any public health recommendations.

- If an individual becomes unwell during a session, that individual must immediately stop participation in club activities. They must put on their face mask/covering and immediately inform their coach or the Health Screener that they are unwell.
- The individual should immediately be isolated from all others in a well-ventilated area (First Aid room), or outside.
- The individual's parent/guardian will be called to pick up the individual and should go home immediately to self-isolate, self-monitor for worsening symptoms, seek medical attention as required and visit a COVID-19 Assessment Centre to be tested. Anyone with symptoms, but who has not been tested for COVID-19, should not participate and should self-isolate for 14 days after the start of their symptoms and until they have been symptom-free for at least 24 hours (whichever is longer).
- They will be directed to contact their primary care provider, Telehealth Ontario ([1-866-797-0000](tel:1-866-797-0000)) or visit EOHU's website (www.EOHU.ca/coronavirus) for additional information on COVID-19.
- The facility shall be immediately informed by the Health Screener to determine if any areas need to be closed off and/or require additional cleaning/disinfecting and follow any facility recommendations.
- The Health Screener shall notify a member of the MDSC COVID-19 Oversight Group of the situation, who will then contact the individual's parent/guardian for a follow up as well as inform the Recreation Co-ordinator of the Municipality of South Dundas.
- The individuals on that session will be advised and encouraged to self-monitor for symptoms (and follow all public health protocols if symptoms do appear).
- The coaches and Health Screener present during that session will conduct a rapid-risk assessment to determine immediate actions that must be taken (such as cancelling the session, advising public health, etc); and as needed, will await guidance from public health and act on any public health recommendations.
- In the event of a confirmed positive case within the membership, the club may decide to cancel their sessions (although this may not be necessary), BUT they should follow any guidance from public health and act on any public health recommendations.

What happens next?

- Individuals with symptoms who have not been tested for COVID-19 should self-isolate for 14 days after the start of their symptoms and until they have been symptom-free for at least 24 hours (whichever is longer)
- Individuals that have tested positive need to isolate and follow public health advice before returning to play.
- Individuals that have been tested and are negative can resume their activity if they were not a close contact to a positive case, they do not have symptoms AND they have not travelled.
- Individuals that have been tested and are negative need to continue to isolate for 14 days if they were a close contact to a positive case.
- Individual that are not a close-contact, have not travelled and are negative need to continue to isolate until they are symptom free for 24-hours.

Please note that these scenarios are subject to change. Individuals should always follow current public health guidance

Modification/restriction/postponing or canceling of club/skating activities

- Based on the evolving COVID-19 pandemic, the club is prepared to follow public health, municipal/provincial government, and sport recommendations regarding modifying/restricting/postponing or canceling activities.
 - Any skater/coach coming from a different health unit district other than the Eastern Ontario Health Unit will be restricted from participating if their health unit is at a higher rate of transmission than that of the Eastern Ontario Health Unit's. Please see the colour zones provided by the government of Ontario. There will be no restrictions if the two health units are of the same colour.
 - We ask all skaters to notify their coach as soon as possible if they are unable to attend a session.
 - Club members will be informed as soon as possible of any modifications/restrictions or cancelations.
 - MDSC must keep any modifications and restrictions in place until advised that it is safe to resume activities by public health, government, or sport officials.
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COVID-19 CLUB COMMUNICATION PLAN

1. Up to date contact information for all club members is on-file.
2. Timely and ongoing communication with the members to maintain connection with club members during Return to Skate will be sent by email as required.
3. COVID-19 communications/documents will be shared and stored on the website and social media site for future reference by club members.
4. MDSC COVID-19 Oversight Group to follow up with any individuals who become unwell with symptoms of COVID-19 during club activities.
5. Daily Session Participation Tracking sheets and Office Use Sign-In sheets will be stored on file to assist the health unit with contact tracing in the event of any positive COVID-19 case within the club.
6. Ensure Skate Ontario is informed if a club member is diagnosed with COVID-19.

REFUNDS

- ***Approved refunds will only be given at the end of the season.***
- ***Any request for a refund that falls outside of the following policies is subject to board approval.***

Refunds Due to Illness

The MDSC COVID-19 Oversight Group should be notified immediately by the parent/guardian if a skater, parent, or household member must self-isolate due to symptoms of COVID-19 or any other illness. This will enable MDSC to track the amount of ice time a skater misses for a pro-rated refund.

Refunds for Restricted Skaters

A prorated refund will be given to any skater who is not able to skate due to being in different health unit district that is classified as a higher transmission rate than that of the Eastern Ontario Health Unit's.

Refunds Due to Facility Closure

If the facility and/or health unit declares a closure of the facility due to COVID-19 and the facility reimburses MDSC for their ice time, a pro-rated refund will be granted for any cancellation and/or interruption of programs.

Non-Compliance of COVID-19 Policies, Procedures & Protocols

If MDSC, the facility or the health unit deems a skater to be not following proper policies, procedures and protocols set forth by MDSC, the facility, Skate Ontario or the local health unit, that skater shall be immediately removed from the facility and ***no refund will be given.***

RESOURCES

MDSC COVID-19 updates
<https://www.skatemorrisburg.com>

Skate Ontario COVID-19 updates
<https://skateontario.org/covid-19-updates/>

Skate Canada COVID-19 updates
<https://skatecanada.ca/covid-19-response/>

Eastern Ontario Health Unit
<https://eohu.ca/en/covid-19-novel-coronavirus>

