

Covid-19 Re-opening Kit



AUGUST 11

version 1.1

ONTARIO CURLING ASSOCIATION (CurION)



Curling Covid-19 Re-Opening Kit

A guide to help clubs in opening and starting the curling season

Prepare for Opening

1. Develop a contingency and continuity plan (Are you prepared for absenteeism? Do you have a plan for maintaining cash flow following re-opening?).
2. Evaluate the demand for curling leagues and rentals in the short/medium term.
3. Access IT and POS systems and support for evolving work requirements. (for example, CurlION entry APP setup and operational)
4. Ensure contactless payment methods are available (debit, credit card, e-transfer).

Prepare your Workforce (Volunteers)

1. Identify who will return to work, under what safety protocols and during what times.
2. Create a plan to minimize employees/volunteers direct contact without proper PPE to other employees and customers.
3. Encourage employees/volunteers to not come to work if they have [symptoms of Covid-19](#). Employees/volunteers should complete a health screening questionnaire before each work shift. See sample screening form [here](#).
4. Identify and implement return to work guidelines so employees/volunteers know what measures they need to take before returning to work after illness. (completion of self-isolation, symptom free period, etc.).
5. Post all health and safety information, and ensure employees/volunteers are trained on the new business protocols (space configurations, plexiglass shields etc.) as well as the use and requirements for protective equipment such as non-medical masks (i.e. cloth masks) and gloves.

“Nothing in life is to be feared, it is only to be understood. Now is the time to understand more, so that we may fear less.”

Physicist – Marie Curie



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6. Identify back-up personnel for key business operations in case employees/volunteers fall ill and/or are unable to perform their responsibilities.

Prepare the Club

1. Reconfigure gathering and lobby areas to allow for at least two meters of separation between all employees/volunteers and between customers.
2. Place posters at the entrance of the club to ensure members/customers do not enter if they have COVID-19 symptoms. Screen members/clients and have them complete a Declaration of Compliance – Covid-19 along with a waiver form.
3. Ensure appropriate signage ([see CurlON signage program](#)) is in place to instruct members/clients and employees/volunteers on health and safety best practices.
4. Install plexiglass shields, non-touch lined waste disposal receptacles, as well as disinfectant tissues and alcohol-based hand sanitizer dispensers in multiple, prominent locations around the club. This includes at entrances and exits for members/clients.
5. Provide portable hand sanitizer bottles near any interaction points for employees/volunteers and members/clients.
6. If possible separate entrances and exits and use stanchions/dividers to manage line-ups to avoid overcrowding. Encourage members/clients distancing while in line.
7. Ensure that ventilation systems operate properly and increase circulation of outdoor air as much as possible.
8. Ensure all equipment, and particularly water systems and features, are safe to use after a prolonged workplace shutdown.

“Everything will be okay in the end. If it’s not ok, it’s not the end”

John Lennon



Create a Physical Distancing Plan

1. Develop guidelines for members/clients and employees/volunteers to maintain a distance of at least two (2) metres from one another. If this is not possible, limit the length of interactions and install plexiglass shields. The use on non-medical (i.e. cloth masks) is also recommended for situations where physical distancing is difficult to maintain at all times.
2. Identify how non-medical masks (i.e. cloth masks) will be encouraged, provided and/or enforced with employees/volunteers and members/clients when physical distancing cannot be maintained. Monitor local health regulations and emergency orders that may mandate the use of masks indoors with certain exemptions.
3. Install signage, floor decals etc. to help ensure adherence to physical distancing guidelines, both inside and outside the club. ([see CurlON signage program](#))
4. If possible create separate entrance and exits from the building.
5. Restrict or consider limiting any non-essential visitors, volunteers and activities involving external groups or organizations in the workplace.
6. Restrict the number of employees/volunteers in shared spaces, including kitchen, bar area, ice room to maintain at least two metres between everyone.

Reduce Touch Points and Increase Cleaning

1. Develop a thorough [cleaning and disinfection plan](#) for common areas, washrooms, locker rooms, ice shed (including rocks and equipment), and employee/volunteer workstations.
2. Establish community safety measures such as public handwashing or alcohol sanitizing stations.
3. Limit the sharing of food, tools, equipment or supplies. Disinfect any shared items between use or members/clients.

“I can’t change the direction of the wind, but I can adjust my sails to always reach my destination.”

Jimmy Dean



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4. Ensure frequent and regular cleaning of workplaces, with particular focus on high touch surfaces (doorknobs, AV equipment, curling rocks, etc.).
 5. Limit in-person meetings and replace with video or conference calls.

Prepare your Supply Chain

1. Identify core products and services.
2. Engage with critical suppliers to confirm availability of inventory and supplies.
3. Confirm enough inventory and supplies on-site (including necessary protective equipment).
4. Coordinate delivery schedules to reduce the number of possible interactions between suppliers.
5. Conduct end-to-end supply chain risk assessments and prioritize critical focus areas.
6. Develop contingency plans with a diversified supplier network.

Communicate with Confidence

1. Stay informed and access up-to-date information on local public health regulations, the Government of Ontario and Ontario Public Health websites.
2. Maintain up-to-date contact information for all employees/volunteers, suppliers, service providers and lenders.
3. Keep your members/clients informed that your business is still open, when it will re-open, or if your business hours have changed. Let them know what core services you still offer; this can be done through email, club website, social media or mail.
4. Inform your employees/volunteers about any changes you are making to your business model.

“If you would like to know how it feels to be in hospitality during the corona-virus pandemic? Remember when the Titanic was sinking and the band continued to play ... well we’re the band.”



Anonymous sign outside local restaurant

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5. Communicate transparently and regularly with members/clients, employees/volunteers, suppliers and lenders.
 6. Identify whether members/clients and suppliers have been affected by the pandemic and how this may impact your business.
 7. Consider developing a survey to solicit feedback from employees/volunteers, and members/clients on changes to your business as a result of COVID-19. Do these changes meet their needs and expectations for a safe experience?
 8. Exchange ideas and best practices with other clubs. Communicate with area business associations, curling associations including CurlION / Curling Canada or Toronto Curling Association / Ottawa Valley Curling Association / Hamilton & Area Curling Association.
 9. Create a plan for maintaining client logs for thirty days (CurlION APP available after September 1).

“Not all heroes wear capes ... but a bunch of them wear scrubs.”

Anonymous T-Shirt



Curling Covid-19 Stage 3: Interpretations

Excerpts from: Ontario – [A Framework for Reopening our Province – Stage 3 July 13, 2020](#)

NEW GATHERING LIMITS

- Indoor gathering limits will increase to a maximum of **50 people**.
- In all cases, individuals are required to continue to maintain **physical distancing of at least two (2) metres** with people from outside their household or social circles.
- People at their place of work, including performers and crews, **do not** count towards gathering limits.

Based on advice of the Chief Medical Officer of Health and other public experts, gathering limits apply to higher risk settings and activities where people congregate, including:

- All organized or spontaneous indoor and outdoor events and social gatherings (e.g. parties, fundraisers, fairs, wedding receptions, funeral receptions)
- Facilities for sports and recreational fitness activities (e.g. gyms, fitness studios)
- Recreational attractions, courses, and instruction (e.g. fitness classes, music lessons, tutoring)
- Sporting and racing events

Indoor gathering limits apply to events that are fully or partially indoors. Indoor events and gatherings cannot be combined with an outdoor event or gathering to increase the applicable gathering size.

Interpretations

- Indoor limits are to a maximum of 50 people not including staff/volunteers. (see sporting and recreational facilities below for spectators)

Staff or volunteers that are integral to the operation of the facility are not counted in the 50 persons calculation.

“It’s our attitude at the beginning of a difficult task which, more than anything else, will affect its successful outcome.”

William James



FACILITIES FOR SPORT AND RECREATIONAL FITNESS ACTIVITIES

- Examples of facilities for sports and recreational fitness activities include gyms, fitness studios, and community centres.
- Physical distancing must be maintained, except if playing a team sport or as needed for personal training.
- Equipment must be cleaned and disinfected between user sets or at the end of a game.
- Any washrooms, locker rooms, change rooms, showers or similar amenities made available to the public must be cleaned and disinfected frequently.

Workplace guidance documents:

- [Facilities Maintenance](#)
- [Parks and Recreation](#)

Interpretations

- An entire complex – for example, a curling club, is considered one (1) facility.
- Ontario Regulation 364/20 Schedule 2 Section 8 states:
 2. The total number of members of the public permitted to be at the facility in a class, organized program or organized activity at any one time must be limited to the number that can maintain a physical distance of at least two (2) metres from other persons in the facility, and in any event cannot exceed,
 - i. 50 persons, if any of the classes, organized programs or organized activities taking place at the time are indoors.
 4. The total number of spectators permitted to be at the facility at any one time must be limited to the number that can maintain a physical distance of at least two (2) metres from every other person in the facility, and in any event cannot exceed,
 - i. 50 spectators, if the spectators will be indoors.

As an indoor facility, Clubs are subject to 2 (i) – 50 members of the organized program (curlers on the ice), and then 4 (i), 50 spectators. Please note the wording of item 4 – clubs can only have the number of individuals that will fit in the space and maintain physical distance of 2 metres – it is not an automatic 50 person. Please review your lounge/viewing layout in order to have the distancing parameters required and put in controls to limit the area to 50 persons maximum. A clear delineation between curlers on the ice (or heading to the ice) and spectators must be accomplished either by barriers or other means acceptable.

“You must be willing to let go of the life we PLANNED, so as to have the life that is waiting for us.”

Joseph Campbell



RESTAURANTS, BARS and NIGHTCLUBS

- All restaurants, bars, concession stands, and other food and drink establishments may open for indoor dine-in.
- All patrons must be seated when eating or drinking at the establishment.
- Establishments must take appropriate measures to ensure physical distancing of at least two (2) metres between patrons from different tables, unless separated by plexiglass or some impermeable barrier.
- Buffet-style service is not yet permitted in Stage 3.
- Singing or music may be performed by a person or group at the restaurant or bar, with restrictions, including barriers between the performers and patrons and physical distancing. Dancing may only be performed by someone working at the establishment with restrictions.

Excerpts from: Ontario – [Additional Measures at Bars and Restaurants to help Limit the Spread of COVID-19](#).

ADDITIONAL MEASURES at BARS and RESTAURANTS

“Protecting the health and well-being of all Ontarians has always been our top priority. These additional measures will help reduce close contact between individuals in these settings, and support case and contact tracing, thereby limiting the spread of COVID-19”.

Christine Elliott, Deputy Premier and Minister of Health

In order to keep patrons of restaurants, bars and other food or drink establishments safe, the amended orders will implement the following measures:

- all patrons will be required to be seated at all times, in both indoor and outdoor areas, with limited exceptions; and
- bars and restaurants (and also tour boat operators) in Ontario will be required to keep client logs for a period of thirty (30) days and to disclose the client logs to the medical officer of health or an inspector under the *Health Protection and Promotion Act* on request, which will support case and contact tracing.

“It’s our attitude at the beginning of a difficult task which, more than anything else, will affect its successful outcome.”

William James



Interpretations (Bar and Restaurant)

- Appropriate measures must be taken to ensure two metres distance between patrons at different tables.
- Ensure that patrons remain seated except;
 - i. to attend the washroom facilities.
 - ii. line-up and receive service at kitchen or beverage counter.
 - iii. Exiting/entering building

Some local municipalities have enacted by-laws or local medical officers of health may have issued Section 22 orders under the *Health Protection and Promotion Act*. If enacted, patrons must wear masks at all times when indoors except when seated and eating or drinking. If a patron leaves their table for any reason they must wear a mask at all times.

The following persons are exempted from requiring a mask and will not be required to provide proof of such exemption, any person who:

- is younger than two (2) years of age,
- has an underlying health condition that prevents them from safely wearing a Mask,
- is unable to put on or remove their Mask without the assistance of another person,
- is reasonably accommodated by not wearing a Mask under the *Ontario Human Rights Code*, R.S.O. 1990 c.H.19 as amended, or
- is employed by or is an agent of the Operator of an Enclosed Public Space and:
 - is in an area of the premises that is not designated for public access, and
 - is within or behind a physical barrier (e.g. Plexiglass)

CurlION is in the process of developing a patron entrance APP that will have patrons electronically sign in on entry to the building and maintain a secure independent database for access by Health Officials in contact tracing only. No data will be maintained past the 30 day requirement and will only be accessible to the Curling Club or Health Officials. Every Member Facility will be able to install the APP and equipment installed in their facility at no charge. Release date of September 1st with scheduled installations organized thereafter.

“You don’t always need a plan. Sometimes you just need to breathe, trust, let go, and see what happens.”

Mandy Hale



TEAM SPORTS and LIVE SPORTING EVENTS

- Prolonged or deliberate contact while playing sports is not permitted.
- Amateur and recreational sports leagues may resume so long as they do not allow prolonged or deliberate physical contact between players or if they have modifications to avoid physical contact between players.
- Leagues must contain no more than 50 participants total. If participants in a league exceed 50, the league may divide into smaller groups of no more than 50. Players are not yet permitted to play against players outside of their league or group.
- Spectators at all sporting events, including professional sports, will be subject to gathering limits and physical distancing measures, with assigned seating where possible.

Interpretations

- League play may resume at the club level but must be restricted to groups under 50. If a league has more than 50 participants, the league is required to split the league and not allow teams to participate against each other (must stay within their 50 person group). Two leagues may be active on the ice at same time just not against each other.
- An individual can play in more than one league.
- Outside rentals are allowed under same provisions as above with a maximum of 50 patrons not including staff/volunteers.

“With the right kind of coaching and determination you can accomplish ANYTHING.”

Reese Witherspoon



RETURN TO PLAY GUIDELINES - Interpretations

BUILDING SAFETY (Cleanliness)

(B) CURLING CENTRE LAYOUT AND NAVIGATION

- Check with local authorities about the use of locker rooms. You may have to insist players arrive at the rink ready to play if access to locker rooms is restricted.

Interpretation: As per the ONTARIO REGULATION 364/20 – Cleaning requirements

- (1) The person responsible for a business or place that is open shall ensure that,
 - (a) any washrooms, locker rooms, change rooms, showers or similar amenities made available to the public are cleaned and disinfected as frequently as is necessary to maintain a sanitary condition; and (MINIMUM OF ONCE A DAY)
 - (b) any equipment that is rented to, provided to or provided for the use of members of the public must be cleaned and disinfected as frequently as is necessary to maintain a sanitary condition (AFTER EACH USE)
- (2) For greater certainty, clause (1) (b) applied to computers, electronics and other machines or devices that members of the public are permitted to operate.

- Use markers to show traffic flow: in the front door, to the ice, off the ice, out the exit door.

Interpretation: CurlON signage package will include some floor directional arrow ([see package](#))

(C) CURLING EQUIPMENT

- Rental equipment (sliders, brooms) should be disinfected after each use. Consider charging \$ 5 (or more) per item and use this revenue to hire someone to clean them.

Interpretation: A fee is a good plan ... under regulation you cannot charge a Covid-19 fee, please be sure to identify the fee as a rental charge and not a Covid-19 cleaning fee.

- Stones: Stones should be sanitized before each draw.

Interpretation: This is a mandatory function of the Act as stones are a high volume touch surface. Make sure this is a mandatory action of either the Ice Technician or other party.

“Optimism is the one quality more associated with success and happiness than any other.”

Brian Tracy



(F) MISCELLANEOUS CONSIDERATIONS

- Municipal health authorities may require you to collect information on all those who enter your facility for contact tracing in the event there is an outbreak at the curling rink. Consider options on how you will do this.

Interpretation: CurlION will have a no-charge APP and hardware available to all Member Facilities that allows for the tracing of all parties who enter your building on a daily basis. The APP will only keep the data for the required thirty days and is the property of the Curling Facility or for any health officials for use in contact tracing.

- Masks: each curling rink should assess whether they should require players to wear a mask, either in the lounge and/or out on the ice (adhere to local authorities).

Interpretation: As many jurisdictions in Ontario have enacted by-laws or local medical officers of health may have issued Section 22 orders under the *Health Protection and Promotion Act*, patrons must wear masks at all times when indoors except when seated and eating or drinking or to participate in an athletic endeavour.

CurlION strongly endorses the use of masks as a precaution against transmission of the Coronavirus - Clubs may enact a stricter rule and mandate that all participants use masks at all times even while on the curling ice.

“If THE PLAN doesn’t work, change THE PLAN but never the goal.”

Unknown



CHAMPIONSHIPS

BONSPIELS, CASHPIELS, CLUB TOURNAMENTS FOR DEDICATED CURLING RINKS

Considerations:

- Spacing of draws
- Occupancy of buildings for warm areas
- When players can arrive and when they should leave
- Online results instead of big draw boards
- Follow Curling Canada/CurlION guidelines for on-ice activity where applicable
- Plan for warm-up areas, storage of equipment
- Carefully plan food & beverage options (i.e. no buffets)
- E-transfer cash prizes instead of merchandise
- Consider modifying trophy presentations if under physical distancing restrictions
- Participants must provide signed declarations and waivers with their entries. Avoid signing on site.

Interpretation: With the current Regulations permitting only 50 participants in facility, clubs must restrict tournaments/events to a maximum of twelve (12) teams per division which will be considered a league. Clubs may hold more than one league over a period but different leagues may not participate against each other. Two different leagues may be on the ice at the same time.

For example a club could host two divisions (leagues) for a weekend bonspiel. Division one – Club Division and Division two – Senior Division. Both could host twelve teams and the finals for both divisions could be held at same time. No inter division play may be held.

KEEP IN MIND THAT THE CURRENT MAXIMUM ON-ICE PATRONS IN A FACILITY IS FIFTY (50) AT ANY ONE TIME PLUS FIFTY (50) SPECTATORS.

Tour style events (Ontario Curling Tour, Ontario Junior Curling Tour, Slam Series, World Curling Tour, CurlION Trillium Series Competitions) will need to follow same protocols.

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Brian Tracy



INSURANCE

Organizations want to resume operations, want to protect their participants, and want to protect themselves from the legal risks related to COVID-19. This protection comes in the form of risk reduction and risk strategies. These strategies include:

- Return to Play protocols / guidelines
- Declaration of compliance for COVID-19
- Waiver / Assumption of Risk Form

ALL PLAYERS/PARTICIPANTS SHOULD SIGN BOTH DOCUMENTS:

- Age of Majority: sign the waiver and sign the Declaration of Compliance
- Under the Age of Majority: parent or guardian signs the Assumption of Risk and the Declaration of Compliance (the person under the age of majority must be identified).

Interpretation: As part of a solid re-opening plan, clubs must be prepared to accept some of the risk associated with operating a sporting venue. Some of this risk can be transferred to the participant in the form of Waivers and Declarations of Compliance.

It is a sound business practice to meet with a licensed insurance broker in Ontario to review your current or proposed insurance policy and any exclusions it may contain.

ONLY REGISTERED INSURANCE BROKERS/AGENT(S) CAN GIVE POLICY ADVICE IN ONTARIO.

“Never apologize for having high standards. People who really want to be in your life will rise up to meet them.”

Ziad Abdelnour



PROGRAMMING

(The following are recommendations and observations please review with your club return to play committee and institute the best plan of action for your business.)

Clubs can resume operations with restrictions as noted above and potentially modified by the Ministry in reaction to the current status of the pandemic in Ontario. Local health authorities are also able to enact restrictions/emergency orders based on the need in their community.

YOUTH PROGRAMMING

As a major contributor to the long-term success of any facility youth programming is vital and should not be ignored. With the current protocols and safety planning youth programming can and should be encouraged. Various options can be considered including:

- Instructors must use masks while in close proximity to youth (detailed instructions)
- Restricting parents/fans access to building (due to building capacity maximums)
- Consider using the three-on-three format ([link to program documentation](#)) which on a four sheet facility will allow for 24 curlers and one parent/guardian in club room to meet the capacity standards.

ADULT LEARN TO CURL / CLINICS / PRIVATE LESSONS

Many clubs run very successful AL2C sessions and attract new members in this format. Other clubs use the Clinics Team options to maintain their membership and help grow the skillset of curlers. While some clubs have private individuals secured to offer in-person lessons Various options can be considered including:

- Instructors must use masks when physical distancing cannot be achieved.
- Groups must be restricted to 50 participants
- To accommodate physical distancing maintain an 8-1 (athlete to instructor) ratio

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Brian Tracy



FUNDING

(The following are opportunities for funding at clubs)

FEDERAL GOVERNMENT PROGRAMS

The following programs are part of Canada's Economic Response Plan:

- [Canada Emergency Wage Subsidy \(CEWS\)](#)
Federal subsidy to cover 75% of employee wages for eligible employers. The CEWS will allow you to re-hire your eligible employees and avoid layoffs as the economy continues to safely re-open.
- [Temporary 10% Wage Subsidy](#)
10% Wage Subsidy is a three-month measure that allows eligible employers to reduce the amount of payroll deductions required to be remitted to the CRA.
- [Canada Emergency Business Account \(CEBA\)](#)
CEBA provides interest-free loans of up to \$ 40,000 to small businesses and not-for-profits, to help cover their operating costs during a period where their revenues have been temporarily reduced. This program has been implemented by the banks and credit unions in collaboration with Export Development Canada.
- [Regional Relief and Recovery Fund \(RRRF\)](#)
The RRRF seeks to support southern Ontario Small Market Enterprises (SMEs) to address gaps in or supplement other federal relief measures, as well as complement those provided by other levels of government. In particular, the RRRF seeks to provide support to SMEs that do not qualify for, or have been rejected from, current Government of Canada COVID-19 relief measures.
- [Canada Emergency Commercial Rent Assistance \(CECRA\)](#)
CECRA provides relief for small businesses experiencing financial hardship due to Covid-19. Over the course of the program, property owners will reduce rent by at least 75% for the months of April, May, June, July and August for their small business tenants. CECRA will cover 50% of the rent, with the tenant paying up to 25% and the property owner forgiving at least 25%.

“Do something today that your future self will thank you for.”

Anonymous



FUNDING

(The following are opportunities for funding at clubs)

PROVINCE OF ONTARIO PROGRAMS

The following programs are part of Ontario's support for businesses:

- [Ontario Trillium Foundation – Resilient Communities Fund](#)
The Resilient Communities Fund is a one-time fund to support the non-profit sector recover and rebuild from the impacts emerging from COVID-19 so they can effectively meet the needs of communities across Ontario
- [Financial relief – Interest and penalty relief](#)
Between April 1, 2020 and August 31, 2020, the province will not apply any penalty or interest on any late-filed returns or incomplete or late tax payments under select provincially administered taxes, such as Employer Health Tax.
- [Education property tax deferrals](#)
ON has deferred the June 30th property tax payments municipalities make to school boards by 90 days.
- [WSIB Payment Deferrals](#)
All employers covered by the WSIB's workplace insurance are automatically eligible for the financial relief package of deferred payments to August 31, 2020.

CURLON PROGRAMS

The following programs are part of CurlON's support for Member Facilities:

- [Signage Package](#) – all Member Facilities will receive a Covid-19 Signage package
- CurlON will invest in an APP with applicable hardware for each Member Facility to allow for tracing of participants who enter their building – Launch September, 2020.
- Business Consulting Services – CurlON will work directly with our Member Facilities on a request basis for services like: Grant application support, Surveys, Online Meeting hosting, Business planning services. Simply reach out to Steve (steve@ontcurl.com) to be assigned a staff member who will help guide you.

“it's going to be hard, but hard does not mean impossible.”

Anonymous



ICE TECHNICIANS

(This section is under construction and available shortly)

“We may walk on water, but miracles are simply not in our scope of work.”

Anonymous Ice Technician

