



Richmond Hill, May 26, 2020

OPERATING PROCEDURES – STAGE 1 REOPENING

The following operating measures will be put in place for reopening of operations after closure imposed during the COVID-19 pandemic following the protocols established by the City of Richmond Hill.

The Procedures address the stated four goals:

1. Maintain physical distancing at the club and on the courts
2. Work to keep the virus out by monitoring access, promoting hygiene, and cleaning
3. Keep records on who plays at a club, to assist with any needed contact tracing
4. Educate players, attendants, and pros on best practices.

PHYSICAL DISTANCING

The following measures will be in effect:

General Operation

- Courts will be locked outside of hours of operation.
- Courts will be accessible by members who have booked playing time in advance or by pros for private lessons and clinics.
- Hours of operation will be 7 AM to 11 PM. Initially we will offer restricted hours for booking and we will adjust based on demand.
- A monitor will be in place during booking hours and pros will supervise the activity during clinic time.
- The clubhouse will remain closed. It will only be accessible by monitors. There will be no washroom access whatsoever.
- All gates will remain closed except for the one at the main entrance during booking hours.
- Waiting areas will be marked for members to maintain physical distance before playing.
- Monitors will direct members on and off the courts following safety procedures.
- Court bookings will be available online. Only players with confirmed and paid reservations can play.
- Reservations will be paid online at the time of booking. No cash payments can be accepted.
- Players should not arrive to the courts more than 10 minutes prior to the time of play and they must leave when they have finished playing.

On the Court

- Only singles tennis is allowed.
- Private Lessons are allowed.
- Initially only every other court will be open for play. It will be extended to all six courts when the City provides its approval.
- Players are asked to avoid changing sides.
- Only coaches should manipulate practice equipment.

MONITORING ACCESS, PROMOTING HYGIENE, CLEANING

The following measures will be in effect:

Monitoring Access

- Monitors will remind players the conditions for playing at their arrival to the courts.
- Players who are exhibiting COVID-19 symptoms, have been in contact with someone infected, or have travelled in the last 14 days must not play.
- These restrictions will be stated inside the club for monitors and players to review if necessary.

Promoting Hygiene

- All common area elements that can be removed will be removed or taped off. (chairs, tables, scoring devices, etc.)
- All non-removable elements (bleachers) will be protected to prevent usage.
- All players will be asked to take their garbage with them.
- Monitors will be provided with gloves and masks.
- Sanitizing products will be available for monitor usage. Signage about hygiene will be displayed to encourage handwashing.
- Players will be encouraged to wash their hands and bring their own sanitizer.

Cleaning

- Monitors will wear protective masks and gloves.
- Monitors will disinfect regularly surfaces touched by players such as gate handles and net posts, several times per day during operating hours while wearing disposable gloves
- Monitors will disinfect the areas touched in the clubhouse at the end of every shift such as door handles, computer keyboards, counters and toilets, while wearing disposable gloves.

TRACKING ACCESS

The following measures will be in effect:

Members

- Members play will be allowed only when previously booked and paid online.
- A list of available timeslots will be offered for members to book
- Members will book time and state the name of the opponent
- Registrations will be stored in the reservation system

Clinics and Lessons

- Pros and coaches will keep records of players attending each of the sessions.

Personal Waiver

- All players will need to sign a waiver on the website.

EDUCATING ALL PARTIES

The following measures will be in effect:

Members

- The guidance for safe play will be distributed to all members in the communication of the reopening
- These recommendations will be stated in the booking section in the website

Before you play

- Protect against infections:
 - Wash your hands with a disinfectant soap and water (for 20 seconds or longer), or use a hand sanitizer if soap and water are not readily available, before going to the court.
 - Clean and wipe down your equipment, including racquets and water bottles. Do not share racquets or any other equipment such as wristbands, grips, hats and towels.
 - Bring a full water bottle. There will be no water available at the court.
 - Use new balls and a new grip, if possible.
 - Consider taking extra precautions such as wearing gloves and wearing masks while waiting to enter the court.
 - If you need to sneeze or cough, do so into a tissue or upper sleeve.
 - Arrive as close as possible to when you need to be there.
 - Avoid touching court gates, fences, net posts, the net tape, benches, etc.

As you play

- Stay two metres away from your opponent; do not shake hands, or high five, do not approach to talk.
- Avoid touching your face after handling a ball, racquet or other equipment.
- Sanitize your hands promptly if you have touched your eyes, nose or mouth.
- Avoid sharing food, drinks or towels.
- Use your racquet/foot to pick up your opponents balls and hit them to your opponent. Avoid using your hands to pick up the balls.
- Stay on your side of court. Avoid changing ends of the court.
- Remain apart from other players when taking a break.
- If a ball from another court comes to you, send it back with a kick or with your racquet.

[Note on the use of tennis balls]

To date, there has been no known transmission of the COVID-19 virus through the sharing of a tennis ball, but it may be possible. To minimize this risk, players should play with their own tennis balls, marking them so that they know which are theirs, and then be careful not to share them. Should a ball with the other number wind up on your side of the court, do not touch the ball with your hands. Use your racquet head or feet to advance the ball to the other side of the court. There is no need for players from the same household to use different balls.

After playing

- Leave the court when your playing period is over, following the directions of the club attendant and take all your equipment and balls with you.
- Take any garbage with you and dispose of it in appropriate bins off court or take it home.
- Use a hand sanitizer after coming off the court.
- All players should leave the facility immediately after play.
- No spectators are allowed on club property.

Pros

- Operating instructions will be distributed among Pros:
 - Pros must keep complete and accurate records of who they teach and when.
 - Pros should limit the amount of equipment they use to reduce the possibility of transmitting the virus and reduce the amount of equipment that he or she needs to clean.
 - Tennis equipment (racquets, towels, target cones, ball tubes, etc.) should be touched only by the pro. Players can herd the balls towards the Pro, but only the Pro can pick up the balls.
 - The Pro will clean equipment frequently using a disinfectant.
 - Teaching pros should have their own marked hoppers and teaching carts to avoid sharing with other pros.
 - Practice caution with the tennis balls.
 - Encourage players to use their racquet/foot to push balls back and/or hit them to their opponent to avoid using hands and touching the balls.
 - For private serving lessons, have customers bring two cans of balls that only they handle for serving.