



Covid-19 Safety Plan

November 16, 2020

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Communication & Transparency

This Covid-19 Safety Plan will be displayed at our club and posted on our company website. We will update all of our clients on a regular basis with our club newsletter to keep them informed of policies related to our handling of this pandemic. We will review the Middlesex London Health Unit's updates on a daily basis as well as information from the province of Ontario, the Ontario Tennis Association and Pickleball Ontario. Club procedures and policies will be adapted to any and all current government guidelines and restrictions.

Worker Safety

Each of our employees and coaches is to wear a mask at all times while at the club and sanitize or wash their hands regularly. Our front desk attendants are protected by sneeze guards and have access to protective gloves. Our club coordinator is in constant communication with our staff leading up to their shifts to ensure they are not experiencing any of the symptoms as described by the provincial list.

Client Safety

Clients are not allowed to arrive at our club more than 10 minutes before their scheduled court time in an effort to avoid extra time waiting before going to the court area. Our court times have been staggered to ensure half of our clients book and arrive for play on our back courts on the half hour while the other half book and arrive for play on our front courts on the hour.

Posted on our club front door is a warning for anyone with Covid symptoms, not to enter the building. This information has been emailed to all of our clients. All of our clients (with the exception of anyone with pre existing conditions) must wear a mask when entering the building and when travelling to and from the court area. Each client must check in at our front desk where his or her name and phone number is kept on file. We have hand sanitization stations set up throughout the club. No spectators are allowed in the facility and we have removed all chairs from the court area. Lanes of walking paths have been marked with bright tape and stanchioned off in key areas, throughout the club, to guide our clients safely into and out of the club. Signs are posted throughout the club including on each court, reminding our clients to socially distance a minimum of 6 feet at all times.

Club Cleanliness and Sanitization

We have committed to having our maintenance team and desk staff clean and disinfect all touch points in the club on an hourly basis; including the doors, door frames, hand rails, tables, curtains, etc. Our washrooms will be cleaned and disinfected hourly throughout the day. Change rooms and showers are not available. Hand sanitizer stations are set up throughout the club.

Tracking Clients

Each client that enters our club must fill out a covid-19 waiver and their information is scanned and kept on file. Client visits are recorded on our on line booking system hourly, with a few exceptions where names and phone numbers are collected on clip boards and kept for reference in a daily binder. In the event of a reported case of covid-19 of a person who visited our club during their contagious period, we will contact trace every other person who might have made contact with the infected individual and inform them discreetly of their potential exposure. The infected individual will be asked to quarantine for 14 days and seek medical attention if required and will not be allowed to return to the club until their quarantine time is completed and they have a negative covid test result.