

It is the responsibility of RPC Permit Holders to share these User Guidelines with individuals accessing the facility during permitted use. This includes, but is not limited to, distributing guidelines to participants, parents/guardians, coaches, officials, volunteers and staff.

Access

- User groups are responsible for implementation of Alberta's COVID19 Stage 2 Sport, Physical Activity and Recreation Guidance, including but not limited to practices for Mini-Leagues and Cohorting of participants.
- User groups are responsible for completing Alberta Health Services (AHS) COVID19 'screening checklists' for their participants.
- COVID19 symptomatic facility users (participants, coaches, officials, spectators, etc.) must be reported to the staff immediately and follow any/all applicable facility procedures.
- All facility visitors are asked to follow 2 metre (m) physical distancing recommendations, unless people are members of the same household, participants in the same cohort or are wearing a mask.
- Masks are recommended. Physical distancing may not be possible in all areas.
- Alberta's Chief Medical Officer does not recommend wearing masks during intense physical activity.
- Capacity limits for spaces will be posted to allow for 2m physical distancing.
- User groups must develop procedures that allow for uncongested drop off and pick up participants.
- No more than 50 people can be on the ice/boxes at the same time. This includes coaches and officials.
- Participants should arrive at the facility no more than 15 minutes prior to their scheduled ice time and leave the facility no more than 15 minutes after their activity is finished.
- For minor sport users, Coaches must be present in order for participants to access facility.
- Participants may access their change rooms 15 minutes prior to the start of their practice time or game.
- Access to the ice may be available and is limited to a maximum of 5 minutes prior to the booked time, or once the gates are closed following ice resurfacing.
- User groups are required to vacate their change rooms 15 minutes after the conclusion of their rental time.
- In order to ensure the safety of all patrons in the arena, all gates that provide participant access to the ice surface must remain closed during floods.
- Access to the ice is limited to an official or coach with the team(s) involved to assist in moving the nets during floods.

Animals

- Pets are not permitted in City Recreation Facilities.
- Individuals with disabilities who are accompanied by a qualified service animal may be asked to provide a Service Animal Identification Card.

Banners and Signs

- No signs, posters or messages with explicit language, profanity or derogatory characterization directed toward any person or groups.
- Signs may not be attached to buildings without prior City approval.

Bylaws and Behaviour Expectations

- Community Standards Bylaw. Profanity, aggressive and disrespectful behavior from players, coaches or spectators will result in immediate expulsion. This may include contacting police or bylaw.
- Face Covering (Mask) Bylaw – In the event masks are required, user groups shall comply, communicate requirements and actively ensure compliance with their members.
- No handshakes, high fives, fist bumps, celebratory activity that brings participants or spectators within 2m or promotes contact.

Change Rooms

- Change rooms will be available.
- Increased facility cleaning practices may delay access to change rooms.
- Capacity limits, allowing 2m physical distancing will be posted.
- Forming cohorts or wearing masks allows change room capacity limits to be exceeded.
- Player support to assist participants in change rooms is permitted. Mask wearing is recommended.
- Shower facilities are not available at this time.

Cleaning

- Following recommendations from AHS, Cleaning and disinfecting schedules have been increased due to COVID19.
- Hand sanitizer is provided in facilities. Hand washing sinks are stocked with soap and paper towels.
- Change rooms, spectator areas and circulation spaces will be cleaned and disinfected regularly, however disinfection between each user groups may not occur.

Controlled Substances (Alcohol/Cannabis)

- Consumption or presence of controlled substances by a participant and/or a spectator can result in the suspension of booking privileges for a specific time or the entire season. This includes immediate expulsion from the facility of the individual or individuals. The Facility Renter is responsible for the conduct of participants and spectators.
- Alcoholic beverages are not permitted in any City facility unless specifically approved in writing and subject to compliance with applicable regulations.
- Smoking or consumption of cannabis is not permitted on City property.

Emergencies

- Emergency plans are in place and available upon request. All Users must follow facility emergency procedures and drills.
- Please call 9-1-1 for a major emergency. Report major safety incidents to staff.
- Follow the instructions of staff during and emergency.
- Emergency exit maps are located in each facility; staff can point out their location for your reference.
- Emergency exits and walkways must be kept clear at all times.

Equipment

- Participants are strongly encouraged to come dressed for activity.
- Participants in hockey activities **must** wear a helmet; full hockey equipment is recommended.
- Helmets are recommended for all public skaters.
- Shared use of equipment and communal items is discouraged.
- Participants should arrive with water bottles already filled. Water fountains are not available, however water bottle filling stations are.
- The compliance of the Sport Specific Equipment Guidelines are the responsibility of the User Group to enforce.

First Aid

- First Aid responders are not guaranteed in City of Red Deer Recreation Facilities. All City of Red Deer Recreation Facilities are equipped with Automated External Defibrillators (AED's).
- User Groups should be prepared to provide first aid response for their participants along with the appropriate personal protective equipment, including a mask and gloves.

Food and Beverage Policy

- Food is not permitted on any playing surface or change room; water only.
- For the safety of everyone, glass containers are prohibited.
- All users must honor all food service contractual arrangements specific to each facility.

Noise Making

- Following AHS COVID19 guidelines, cheering and yelling is strongly discouraged as it presents a high risk of spreading droplets.
- For comfort and safety of all patrons, whistles, compresses air horns or other amplified noise makers are strictly prohibited before, during and after all scheduled activities.
- Portable sound systems may be used if sound levels and language are respectful for all patrons of the facility.

Personal Hygiene

- All visitors should use hand sanitizer upon entering, while in attendance and upon leaving the facility.
- All participants are expected to exhibit safe respiratory etiquette (i.e. cough/sneeze into arm, no spitting or clearing nasal passages, etc.).
- Participants should refrain from touching their eyes, nose, mouth and face during activity.
- Participants should not share water bottles or towels.
- Refrain from use of scents (i.e. body spray, room deodorizers, perfumes, etc.) in order to minimize sneezing and coughing.

Risk and Liabilities

- The City's liability is with respect to the maintenance of the facility you use.
- As a user of City recreation facilities, you are responsible to make certain that the standards that apply to your sport are followed and for the safety and well-being of players in the sport in which you are involved.

Smoke Free Facility

- As per the Smoke Free Bylaw, all tobacco products including vaping and e-cigarettes are not permitted within any City facility, within 10m from sports fields and playgrounds and 5m from buildings, doorways or access gates to the facility. Any infraction will result in additional charges and cancellation of future bookings.

Spectators

- Spectator areas will be available.
- Spectators are not permitted in participant spaces (i.e. field of play, ice surfaces, etc.).
- Physical distancing capacity limits will be posted for spectator areas.
- Spectators should maintain 2m physical distancing unless from same household or cohort, or if masks are worn.
- Spectators are strongly encouraged to wear masks.

Temperature

- To ensure maintenance of safe ice conditions, heating the spectator areas will be strictly monitored. During most practice times, the heaters will not be turned on.

User Conduct

- Coaches are responsible to ensure that the dressing rooms are left in an acceptable condition and free of damage. Additional charges will be levied if damages are discovered, or if extra cleanup is required.
- Coaches and athletes are encouraged to either repair the ice or inform the arena staff of damage to the ice. Constant turning and stopping in the same places on the ice during drills is not recommended. The arena staff are responsible to ensure that all users have a safe ice surface including the frequency of ice resurfacing during block bookings. If the arena staff observes damages to the ice, he/she has the right to stop any activities in order to repair the damages and resurface the ice.

Warm Ups

- Access to warm up areas is not available.
- Warm-up activity is not allowed in concourses, hallways or spectator areas.

**Please treat our staff with respect.
Staff are required to ensure user compliance with facility guidelines.
Abuse or harassment of staff will not be tolerated.**

Thank you for your cooperation. Non-compliance may result in loss of booking privileges. Additional charges will be levied if damages are incurred, or if extra cleanup is required which includes, but is not limited to, spit, tobacco, sunflower seeds, chewing gum and garbage.

For your convenience, user guidelines can be viewed online at:
<https://www.reddeer.ca/recreation-and-culture/recreation/facility-and-park-rentals/>