



# Memo

**Date:** March 18, 2020

**To:** Phoenix Membership

**From:** Debbie Ballam – General Manager

Dear Phoenix Parents,

I hope this email finds you and your family well and managing the immense amount of change that all of us are facing. The youth sports community is navigating uncharted territory with information evolving and shifting day to day. We know that all youth sports organizations in and around Sherwood Park, are eager to see spring come and the kids return to the activities they love.

We want the soccer season, recreation and social outings to resume as soon as possible. As many of our health authorities and governing bodies have noted we all have a part to play in reducing the spread of COVID-19 and in keeping Sherwood Park and surrounding areas healthy. Please continue to follow all universal precautions, practice social distancing and adhere to the directives of Alberta Health Services.

Many of you are aware that Canada Soccer announced that all sanctioned soccer activity should cease until further notice. Millennium Place is closed until mid April. Some of you may be concerned about what this means for the start of the outdoor season. The SPDSA staff are working on a number of ideas, regarding the outdoor schedule and the start of the season and continue discussions with the external leagues on what an outdoor season may look like. We know that the next month will have many more changes as we continue to modify plans with the changes in our environment. We are deeply committed to ensuring our outdoor season moves forward as we know that after a few weeks of isolation, the kids will really need to get moving.

I would like to advise that the administrative staff are working on cancelling pending payments for the Phoenix program and will continue to cancel the payments as the dates come up. Please understand that this is a manual process and takes some time to complete. Originally, we have said that the U9 to U11 payments would be processed as normal, but we have since changed this and are cancelling the payments. If a payment has been processed that we were unable to catch in time, we will credit it back.

We understand that this is a very stressful time for everyone, and we will continue to communicate with you as information becomes available. Please continue to visit our website and social media platforms for updates.

If at anytime you have questions, our staff are here to help. The staff will be working from home and occasionally from the office, but all have access to the phone system and email. Our office remains closed to the public.

Thank you

Debbie Ballam

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