**WHAT TO EXPECT WHEN I ARRIVE AT THE PYRAMID RECREATION CENTRE (PRC) FOR MY SCHEDULED ICE TIME**

Your return to the PRC will look very different than it did pre-COVID. This information sheet is designed to help answer some questions and give you a better understanding of what you will see upon your return. Controlling the movement of people throughout the facility to maintain physical distancing is a priority and when you arrive to the facility you will notice many new signs; these signs are to help with the flow of people when in the facility. Access to the facility is limited to only those with authorization to enter each area of operation, through a program or appointment process.

1. **How do I get into the facility? How early should I arrive to the Pyramid Recreation Centre for my scheduled program?** 
   1. Depending on which ice pad you are playing on you will access the door as follows—when playing on the Blue Rink use Entrance D, when playing on the Rock Rink use Entrance B. All other doors will not be accessible at this time and will be locked.
   2. Participants are permitted to arrive into the facility 20 minutes prior to the start of their ice time. There are no exceptions to this timeline.
   3. If you are not to be at the arena for a scheduled ice time you will not be granted access. To allow maximum numbers for each user group numbers are calculated to ensure we do not exceed our new limit.
   4. Players equipment cannot be dropped off in advance of their activity.
2. **Screening – Active screening is required every time prior to entry.** 
   1. This can be completed with your association and/or if your group does not have access to a screening platform paper copies will be provided at the entranceway. This is a mandatory requirement.
3. **Masks are mandatory while in the facility**
   1. Once on the ice surface masks may be removed for the time a skater is on the ice surface.
   2. Coaches/trainers require a mask and eye protection at all times including while on the ice.
   3. You must arrive at the facility with your face covering on.
4. **We strongly encourage everyone to come dressed for their ice activity, with only skates needing to be put on.**
   1. Dressing rooms are open to allow enough space for appropriate physical distancing. You will notice there is markings in the room indicating 6-feet separation.
   2. Your group will only be allowed two dressing rooms per group.
   3. For additional help, we will set blue plastic chairs spaced 6-feet apart throughout common areas in front of the Blue Rink as you walk into the facility from Entrance D, and in front of the Rock Rink by the canteen after arriving through entrance B.  Your organization can designate or delegate the use of these chairs however you want to provide the best use of them, such as “the first group uses the chairs on the left side of the hallway, and the second group uses the chairs on the right” etc. told by whomever is here from your organization accepting arriving players. We will not mandate how you decide to do that, but our staff will disinfect the chairs throughout their shift when they are empty as part of disinfecting high touch points on a regular basis as per health guidelines.
   4. Staff continue to recommend people come with as much gear on as possible prior to entering so as to lighten the demand for needing somewhere to change, but that’s up to each individual/team to do what they need to in order to be ready by practice time and leaving within 15 minutes of the end so we can let the next group in.
5. **We ask that all patrons follow the directional signage to their assigned areas to put on skates and proceed to the rink entrance gate according to the assigned dressing room. You will exit using the same gate to return to your change room.**
   1. There are two locations to put on your skates- at the staging area in front of the canteen or in the dressing rooms.
6. **Two dressings rooms will be provided per ice time, with additional chairs located in the lobby area for tying skates.** 
   1. Each dressing room has signage that indicates the number of people allowed in that space, please do not exceed this number.
   2. Showers will not be available.
   3. The only non-skating patrons allowed in the facility is one individual per child to tie skates when a skater is not able to do so.
7. **Skaters are not to enter the ice until the surface is completely clear and Zamboni doors are closed.**
   1. Skaters waiting to access the ice at the ice gate should maintain appropriate physical distancing.
   2. Your organization will let you know where to put your mask while on the ice.
8. **When will our ice time end?**
   1. With one-minute remaining for the ice time, the operator will sound the horn signalling it is time to immediately stop all drills, pick up all pucks/rings and other items, and retrieve face coverings for exiting the ice surface.
   2. Leave the ice surface using the same gate your team entered on at the start and return to change room hallway following directional signage.
9. **We ask that all participants exit the facility within 15 minutes of the end of the ice time.**
   1. Exit will be through the same door you entered.
   2. There will be no gathering spots for groups following play. Everyone must leave the facility following their ice time.
10. **What will my activity look like?**
    1. As per the Framework and Health Unit all ice activity is to remain contactless in all colours.
11. **What do I do if I develop any COVID -19 symptoms?**
    1. You must inform your organization immediately. You will need to communicate to your organization the last time you were in the facility.
12. **Are the canteen or washrooms open?**
    1. The canteen will not be open at this time.
    2. Please bring a full water bottle for your ice time as the water fountain will not be available during the pandemic.
    3. The washrooms nearest the canteen will be open for use.

We appreciate your cooperation and patience with the new COVID-19 protocols as we navigate to create a safe environment for everyone.