



Hillside Tennis Club

COVID-19 Safety Protocol and Procedures

Introduction

As we move forward into an initial phase of opening at the Hillside, the **safety and health** of our members and staff remains our top priority, and we will fully comply with directives issued by government and public health officials. For the last month, Club management and staff have been actively preparing the premises to be ready to welcome our members as soon as confinement measures are lifted.

Tennis is a unique sport with many benefits. For all of us who enjoy this great game, it has a strong positive impact on our physical and mental health and well-being. Tennis holds a unique advantage over many other sports during this ongoing pandemic, as it requires no direct contact between participants. Tennis naturally provides physical distancing between players and, with a few added modifications to its typical etiquette, the sport can be made even safer.

Deconfinement does not imply removing all restrictions. Our new reality requires that we maintain physical distancing and limit the risks of coronavirus transmission by avoiding touching contaminated surfaces. As the Hillside reopens to allow for a gradual return to tennis activities, it will do so with clear protocols and procedures that will meet the requirements of the public health authorities. Implementing these precautions will ensure that tennis at the Hillside will be played in a safe environment for all.

Phase 1 Opening

Until we are all safely immunized against COVID-19, life at the Hillside will not be “business as usual” and any activity involving multiple participants will need to include strict physical distancing measures and hygiene practices to allow for safe participation.

Based on the recent announcement by the government we are opening the Club in a limited way. As more government restrictions are lifted, we will update members for the next phases. This **Phase 1** of opening will require and be based on the following important rules, procedures and protocols:

Activities and Services

- In the initial phase, **the Club will open for TENNIS ONLY**. A member who wishes to play tennis must follow the following rules:
 - Reserve a court in advance using the new **Phone-In Booking System** (details below)
 - Understand and **abide by the safety Protocols and Procedures** detailed in this document

 - **Do not play tennis** if you or your playing partner:
 - Exhibits any coronavirus symptoms, such as a fever, cough, difficulty breathing, or other symptoms identified by health experts
 - Has been in contact with someone with COVID-19 in the last 14 days (except if you work with appropriate personal protective equipment)
 - Is considered vulnerable or at risk (elderly individuals, immunosuppressed persons, individuals suffering from serious health problems, notably high blood pressure, pulmonary diseases, diabetes, obesity, and asthma)

- **Pro Shop:**
 - racquet stringing will be available by appointment (with sanitizing protocol)
 - shopping for equipment and clothing will be possible on a limited basis by contacting Dariusz in advance

- **Washroom:**
 - We ask that all members **use the facilities at home** before arriving at the Club to play tennis
 - In case of an unforeseen emergency, there will be **limited access to 1 toilet** in the Clubhouse
 - The door will be unlocked to allow access and the member is asked to refrain from touching any unnecessary surfaces with their hands in the bathroom (and anywhere to and from)
 - When you are done, please clean the surfaces that you have touched and wash your hands before returning upstairs
 - The washroom will be cleaned and disinfected by a staff member on a regular basis, based on the amount of use

- **Services Not Available:**
 - The Clubhouse, Bar, Food Service, Locker Rooms, Deck Areas and Swimming Pool will remain closed until government health restrictions allow us to consider phasing in non-tennis activities.
 - For the foreseeable future, the Club cannot offer tournament play, clinics, children's programs and other group activities.
 - The Club's golf cart, tennis ball machine, and telephones will not be available for use.

Access to the Club

- **Important Note:** In the interest of safety for all during the initial opening phase, **only members with a tennis court reservation (see procedure below) will be permitted on the Club grounds (no walk-ins or spectators)**. Players are asked to arrive 5 minutes before their tennis court time begins and must leave the Club as soon as their tennis is completed.

Court Booking System

- **If you have any flu or cold-like symptoms (see accompanying screening questionnaire), regardless how minor they seem, please do not book a court and STAY HOME.**

In order to avoid the gathering of people at the Club (and ensure safe physical distancing for all) during this crisis period, we will temporarily institute a **Phone-In Booking system**:

- **To reserve** a Tennis Court, please call our special designated reservation number, **514-738-1672, from 8:00 am to 8:00 pm**.
- **Courts Open:** To reduce traffic around the club grounds and on the tennis courts, we will **use only the end Courts (1, 3, 4, and 6)** for the initial phase of opening.
- **SINGLES Tennis Only:** Only singles tennis will be permitted to maximize physical distancing.
- **Members ONLY:** Tennis will be open to Hillside members only (**no Guests**) for the initial start-up phase.
- **Court bookings** will be for a **50-minute period** and the start times on each court will be staggered on the following basis:
 - ◇ **Court 1 time-slots:** 7-7:50 am, 8-8:50, 9-9:50, 10-10:50, 11-11:50, etc.
 - ◇ **Court 3 time-slots:** 7:15-8:05 am, 8:15-9:05, 9:15-10:05, 10:15-11:05, etc.
 - ◇ **Court 4 time-slots:** 7:30-8:20 am, 8:30-9:20, 9:30-10:20, 10:30-11:20, etc.
 - ◇ **Court 6 time-slots:** 7:45-8:35 am, 8:45-9:35, 9:45-10:35, 10:45-11:35, etc.
- Please note that Court Maintenance will be done daily (one court at a time) in the mid-afternoon. For this reason, each Court will be closed for 30 minutes causing the “staggered” start times for each of the 4 courts to change for the late afternoon and evening.
- The 50-minute court time for play will allow a **10-minute period** for players to safely leave their court (and the Club) before the next set of players arrive on the court. Players are required to leave their court and the Club grounds at the designated end time of their session to minimize interaction and allow for a smooth and safe transition. The 10-minute open period will also allow a staff member to do some **cleaning and disinfecting** of the tennis net and posts, as required, before the next group arrives on court.

- The **staggering of start times** on each court will facilitate effective physical distancing as the flow of players in and out of the courts (and the club grounds) will be spread out throughout each hour of the day.
 - **Bookings** can be made for tennis time-slots **in the following 48 hours** from your time of your call (e.g. if you are calling at 8 am on a Thursday, you can reserve an available time-slot anytime on the Thursday, the Friday, or the Saturday morning up to the 8 am time-slot). This type of system allows the booking phone calls to be spread out throughout each day to allow members to get through more easily to book a court).
 - There must be 2 names on each Court booking.
 - As the courts (and number of players) are limited, in fairness to all members, a **member is permitted to have their name on only 1 court reservation** during the 48-hour “booking window”. For example, if you call on a Thursday morning and book Court 1 for 8 am on Saturday morning, neither player on the reservation may reserve another court until they have completed their Saturday session. **One exception to this rule:** if a court is still available (unreserved) **2 hours** before a court-time slot, a member who already has a future court booked can confirm a second **“last-minute”** reservation. Our interest here is two-fold: to try to fairly allow access to all members who wish to play AND to ensure that all open courts are used as much as possible.
 - **NO “walk-ins” for tennis will be permitted** (you must have a court reservation in advance).
- **Tennis Lessons:**
 - Tennis lessons – even private lessons – **are not permitted** at this time. We will continue to monitor the situation and will advise members if this restriction is eased in the coming weeks.
 - **Junior Tennis:**
 - A Junior Member is **ONLY** welcome to play tennis with an adult.
 - A parent may play tennis with a child (who is a Junior Member) provided that their **child is capable of understanding and adhering** to these protocols and procedures.
 - **Court Cancellations:** if you need to cancel a court booking, please **advise the club ASAP** so that the court can be available to other members.

IMPORTANT NOTE:

The **Phone-in Booking system** will allow the important health and safety step of screening members for COVID-19 symptoms. The Booking Operator will be asking **all members, each time they book a court**, to answer a few important questions concerning symptoms and personal health. We thank you for your patience in answering this questionnaire truthfully and to the best of your knowledge.

If it is your first reservation for tennis in 2020, the Operator will also explain a new Waiver form that can be printed from the Hillside website and must be signed and handed in when you arrive at the Club for your first match.

If you recognize that you suffer from any symptoms or increased risk during this review, we ask that you refrain from booking a court. You may want to seek medical care and/or COVID-19 testing, as per public health guidelines.

Arriving at the Hillside

- **If you have any flu or cold-like symptoms (see accompanying screening questions) regardless of how minor they may seem, please cancel your court reservation and GO HOME.**
- Players should arrive **5 minutes prior to the starting time** of their court reservation.
- **A player must arrive at the Club wearing their tennis whites** (as the Locker Rooms will be closed).
- **Masks are encouraged** (but not mandatory) especially when circulating on the Club grounds to and from your designated tennis court. As per existing safety protocols almost everywhere, each member should always carry a face mask and put it on if circumstances make it difficult to respect the 2-metre physical distancing guidelines.
- While **hand sanitizer** will be available in various key areas of the club grounds / tennis courts, please bring **some of your own sanitizer** to disinfect your hands before and after play, and avoid touching your face.
- Please **bring your own filled water bottle** from home as there will be no water or glasses available at the Club.
- Please **bring your own towel** from home as the Club will not provide them.
- **Always observe a physical distance of at least 2 metres** between yourself and any other players or staff when interacting anywhere on the Club grounds or on the court.
- **Avoid using or touching any surface** (e.g. stair railings, tables, chairs, gates, tennis net, net posts, door handles, door frames).

Entering Club Grounds

Please **follow a “clockwise” circular flow** (as indicated with on-site signage) when you arrive inside the front gate of the Club:

- The front gate will be left open at all times (no need to touch it) so please proceed straight **up the path to the Pro Shop** (do not go under the tunnel in the direction of the stairs and the Clubhouse).
- Once you arrive outside the Pro Shop, present yourself to the **Court Supervisor** who will take 5 minutes to check you in, have you sanitize your hands, ask you some personal health questions, explain the important safety procedures to ensure safe play and circulation on and off the court, and ensure that you hand in a signed **Hillside “Waiver”** document.

IMPORTANT NOTE:

On your first visit to the Club, the **Court Supervisor** will ask **all members, once they arrive at the Club** (for their tennis reservation), to fill out and sign a short but thorough questionnaire concerning COVID-19 symptoms and possible contacts. To save time on subsequent visits, you will be asked to review the same questionnaire and verbally confirm that you are free of symptoms and in good health. We thank you again for being **honest, patient and respectful** when dealing with the Court Supervisor, who is trying to keep you safe and healthy.

If you recognize that you suffer from any symptoms or increased risk during this review, we ask that you GO HOME and refrain from playing tennis. You may want to seek medical care and/or COVID-19 testing, as per public health guidelines.

- **Tennis balls:**
 - If each of the 2 players are from a different household, on your first visit you will each be given a **new can of balls** that you are asked to use, keep and bring back with you on future visits to the Club.
 - **NOTE:** after you have used these personal tennis balls for **4 or more visits** to the Club (please remember that your personal tennis balls are in play only half of your time on the court), you will be able to receive a new can of balls.
 - Tennis balls will always be **available for purchase** if you wish to play with new balls more often.
 - You will be given a sanitized magic marker and asked to **put an identifying mark** on each of your personal tennis balls before you leave for the court.
- **Chairs:** To reduce the amount of touchable surfaces, there will be no chairs, benches, or score charts out on the tennis courts. If you need to sit down to tie your shoes or change your shoes, **two chairs will be available near the Pro Shop** for your use. These chairs will be placed more than 2 metres apart. They will be cleaned and disinfected immediately after use by the Court Supervisor. We ask that you **NOT** sit on the nearby steps to tie or change your shoes.
- Once your process with the **Court Supervisor** is completed (and your court time arrives), please wash your hands again and carefully proceed to your reserved court.

Arriving at your Court

- **The gate** to the court should be propped open (so that you do not have to touch or handle it).
- Always stay a **minimum distance of 2 metres** (6.5 feet) from your playing opponent or players from another court.
- Each player should make their way to a **different end of the net** where you can leave your bag, towel and water bottle. Do not place towels or clothing items on top of the net. Do not rest your extra racquets or bags against the net.
- On each court, there will be a **station** with a bottle of hand sanitizer, a box of Kleenex and a small open container with a plastic bag for waste (used Kleenex, etc.). Please ensure that any refuse that you create is placed inside the container.
- To reduce the amount of touchable surfaces, there will be **no chairs, benches**, or score charts out on the tennis courts. Please do not use the hooks on the fences.
- **Changing ends:** you and your playing partner can safely change ends of the court (to balance sunshine, wind, etc.) by **going around opposite ends of the net**. Please be careful not to touch the post or top of the net when you change ends.
- Please **always play with CAUTION** (avoid diving for balls the way you usually would). This is a poor time to be dealing with an injury and a potential visit to the hospital.
- **On-Court Tennis Ball Management:**

Although there is no specific evidence that tennis balls can spread COVID-19, we know that contamination by respiratory droplets from an infected person can potentially remain on hard surfaces for up to three days. If you choose to play tennis, be sure to follow these safety rules and procedures while on court:

- If you are playing singles with a permanent member of your household, the 2 of you can **share (and handle) 1 can of balls**.
- If you are playing singles with a friend (or family member from a different household), **each participant must bring their own can of balls** to the court with easily distinguished numbers or felt pen markings.
- It is very important that **each player only picks up and serves their own personal balls** and never handles balls that do not belong to them.
- If you need to send stray balls back to your partner (or to another court), please **use your foot or your racquet** to get them where they belong.

Sportsmanship

- It is OK to **maintain sportsmanship etiquette** on the court but shaking hands with your opponent or giving “high fives” is not permitted. You can give a “virtual high five” or a “thumbs up” from a minimum distance of 2 metres.

After your Match

- At the end of your court-time, please **stop playing**.
- **You may consider disinfecting your racquet frame and grip prior to placing your racquet back into your tennis bag.**
- Please immediately wash your hands, pack up your things and safely leave the court.

Exiting the Club

- After leaving your court, please pass by the Court Supervisor’s table, walk directly towards the main Clubhouse door, down the Clubhouse stairs, under the tunnel, and exit the main gate to access Côte des Neiges.
- By leaving the Club grounds as soon as your court time has finished, you will help us to reduce the people traffic on-site and assist us in creating a safe and secure environment for all.
- **Please thoroughly wash your hands as soon as you arrive home.**

Oversight of Safety Protocol

- **Hillside employees and Tennis Pros** will monitor that the safety rules and regulations are being followed by each of our members while they are on-site at the Club.

Employee Safety Protocol

- Each active member of the Hillside Staff will be given **daily “wellness checks”** (see COVID-19 screening questionnaire) to ensure that they are in good health.
- Each active member of the Staff will **receive training** on the Hillside’s COVID-19 Safety Protocols and Procedures.
- Staff will be required to thoroughly **wash their hands** upon entry and before exiting the Club grounds and before / after every interaction with members and other staff.
- There will be a detailed identification and creation of a **facility “touch-map”** of the common high-traffic areas with an **articulated cleaning and disinfecting strategy** put in place to ensure high-traffic areas are regularly and thoroughly cleaned.
- **Thorough cleaning and disinfecting** of all areas of the Hillside site will be done daily (prior to opening and maintained throughout the day / evening).
- **Court maintenance** will be done early in the afternoon and at the end of the evening (exact timing to be specified).

Member / Employee RESPONSIBILITY

- In order to ensure that the Hillside is a safe and healthy environment for everyone, it is critical that every member and employee follows these COVID-19 Safety Protocol and Procedures. Thank you for your understanding and cooperation.
- Please remember that this health crisis remains a constantly evolving situation. Therefore, our operational and safety protocols will adapt according to changing government guidelines.
- Your Board of Directors is constantly evaluating the changing environment and we will communicate with the membership on a regular basis to provide updates. We remain hopeful that positive developments will enable us to expand our service offerings to the Hillside community in the coming weeks / months.