



## Hillside Tennis Club

### Phase 2: Swimming Pool

## COVID-19 Safety Protocol and Procedures

### Introduction

As we move forward into a second 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. Well before the recent announcement concerning the possible opening of swimming pools, Club management and staff have been actively planning and preparing our pool and pool-deck areas to be ready to welcome our members as soon as we are permitted to do so.

**Deconfinement** does not imply removing all restrictions. During the COVID-19 pandemic, any activity involving multiple participants will need to include strict physical distancing measures and hygiene practices to limit the risks of coronavirus transmission and allow for safe participation by all. As we continue a gradual return to various activities at the Club, we will do so with clear protocols and procedures that will meet the requirements of our new reality.

Please note that if we do not carefully manage our activities, we may be forced to close the pool and the Club for the rest of the season. Every member (who plans to come and enjoy our facilities) must carefully **read all of the details of this Protocol document**. Thank-you for your cooperation and understanding!

### Phase 2: Swimming Pool Opening

The Hillside is pleased to announce that our **pool opening date will be Thursday, June 11<sup>th</sup>**.

After 3 successful weeks of tennis at the Hillside, this **Phase 2** of opening will require and be based on the following “Swimming Pool specific” rules, procedures and protocols:

## **Activities and Services**

- For this 2<sup>nd</sup> phase, **the Club will open for SWIMMING POOL Activities only (in addition to a continuation of Tennis)**

- For tennis players, please see the Phase 1 Protocols and Procedures

- **SWIMMING POOL:**

A member who wishes to use the **SWIMMING POOL and Pool Decks** must abide by the following rules:

- Reserve a seat / seating area 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 come to the Hillside Pool** if you (or anyone in your party):
  - 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, chronic obstructive pulmonary disease, diabetes, cardiovascular disease).
- **Washroom:**
  - We ask that all members **use the facilities at home** before arriving at the Club to enjoy the pool area
  - 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 and Dining Deck Areas will remain closed until government health restrictions allow us to consider phasing in these other services and activities.
  - The Club's golf cart and telephones will not be available for use.

## Pool Booking System

### IMPORTANT NOTE:

- **If you have any flu or cold-like symptoms (see accompanying screening questionnaire), regardless how minor they seem, please do not book a place by the Pool and STAY HOME.**
- In the interest of safety for all during this 2nd phase of opening, **only members with a poolside reservation (or tennis) will be permitted on the Club grounds and at the pool (NO walk-ins)**. Pool participants are asked not to arrive before their pool reservation begins and must leave the Club as soon as their time-slot is finished.
- For safety reasons due to the limited space in the pool area, there will be a **maximum limit of 20 people allowed in the pool area** at any one time and reservations will be capped at this number (based on the discretion of the Club Manager)

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 for the Pool**:

- **To reserve** a place to sit at the Pool, please call our special designated reservation number, **514-738-1672, from 8:00 am to 8:00 pm**.
- **Members ONLY**: Pool seats will be open to Hillside members only (**no Guests**) for the initial start-up phase.
- **Pool bookings** will be for a **140-minute period** (3 different time options per day per seating section – morning, mid-day and afternoon) and the start times on each Section will be staggered on the following basis:
  - ◇ **Section 1 time-slots**: 9:00-11:20 am, 11:30-1:50 pm, 2:00-5:00 pm
  - ◇ **Section 2 time-slots**: 9:10-11:30 am, 11:40-2:00 pm, 2:10-5:10 pm
  - ◇ **Section 3 time-slots**: 9:20-11:40 am, 11:50-2:10 pm, 2:20-5:20 pm
  - ◇ **Section 4 time-slots**: 9:30-11:50 am, 12:00-2:20 pm, 2:30-5:00 pm
  - ◇ **Section 5 time-slots**: 9:40-12:00 pm, 12:10-2:30 pm, 2:40-5:10 pm
  - ◇ **Section 6 time-slots**: 9:50-12:10 pm, 12:20-2:40 pm, 2:50-5:20 pm
- Pool bookings can be made for single chairs, 2 chairs (2 people from the same household), or for families up to 5 seats (all people must be from the same household). The **pool has been divided into 12 seating areas**, of which 4 are for families (3 to 5 people) and 8 are for 1-2 people

- This pool-side seating schedule will allow a **10-minute period** for members to safely leave their seat by the pool well before the next set of members arrive on the Club grounds. Pool users are required to leave their seat and the Club grounds at or before 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 **clean and sanitize the chairs and other surfaces**, as required, before the next group arrives at the pool.
- The **staggering of start times** in each pool seating section will facilitate effective physical distancing, as the flow of members in and out of the pool area (and the club grounds) will be spread out throughout the day
- **Bookings** can be made for pool seats a day in advance. For example, if you are calling at 8 am on a Thursday, you can reserve an available time-slot anytime on the Thursday or anytime on Friday.
- Please note that you can only **reserve seats for yourself** or your **immediate family**
- As the seating around the pool is limited, in fairness to all members, a **member is permitted to have their name on only 1 pool-side reservation** at a time and **only 1 advance reservation every 2 days.**
  - For example, if you call on a Thursday morning and book a chair for the 9 am slot on Friday morning, you will not be allowed to pre-book a pool-side seat for Saturday (that could normally be booked on Friday) as you need to wait 24 hours before you can pre-book another seat.
  - **Please note that you can try to reserve a “last-minute” seat** for any day if you call the same morning after 9 am and there is still a space available (and if you have not already reserved a seat for the following day)
- **NO “walk-ins” for the Swimming Pool will be permitted** (you must have a seat reservation in advance)

- **Bookings for early morning lap swimming:**
  - For **early morning lap swims**, lanes must be reserved in advance for **30-minute** time-slots from 7:00 to 8:30 am
  - There will be a **maximum of 3 lap swimmers per early morning time slot** (each using 1/3 of the pool)
  - If there are no other swimmers booked when a lap lane time-slot is finished, a **lap swimmer may extend their swim** beyond the 30 minute booking time
  - Note: all early morning lap swimmers **must leave the pool** and the Club before 9:00 am (when the day reservations begin to arrive at the pool)
  
- **Evening swimming:**
  - As the set daily booking schedule for the pool (detailed above) will finish each day at 5:20 pm, please note that **members are welcome to come to use the pool in the evening but must call, in advance**, to notify the Club and ensure that there is space
  - Members who have **just played tennis may use the pool** based on the stipulations laid out later in this document
  - Note that there will be **no direct supervision of the pool** after 5:20 pm
  - Evening swimmers must **abide by the COVID physical distancing rules and all other pool guidelines** laid out in this document
  
- **Junior Members:**
  - A Junior Member is **ONLY** welcome at the pool with an adult. Juniors may not be in the pool area unaccompanied by an adult, or unsupervised while their parent(s) are playing tennis.
  
- **Pool Cancellations:** if you need to cancel a pool-side booking, please **advise the club ASAP** so that the seats 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 seat at the pool**, 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 visit to the Hillside 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.

If you recognize that you suffer from any symptoms or increased risk during this review, we ask that you refrain from booking a seat at the pool. 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**.
- **NO “walk-ins” for the swimming pool will be permitted** (you must have a seat reservation in advance)
- Pool users should arrive **at or after the starting time** of their pool reservation
- **A pool user must arrive at the Club wearing their bathing suit** (as the Locker Rooms will be closed)
- Anyone planning to swim in the pool should shower at home within 30 minutes of arriving at the pool.
- Please **bring your own towel and sunscreen** from home as the Club will not provide them
- Please **bring your own filled water bottle** from home as there will be no water glasses available at the Club. Refills of your water can be arranged with the Pool Supervisor
- Until our bar is open and able to serve drinks on the pool deck, members are free to **bring non-alcoholic drinks** (juice boxes, soft drink cans, etc.) to the pool
- No glass bottles will be permitted
- Absolutely **NO ALCOHOL is permitted to be brought onto the Club grounds or the pool deck**. Non-compliance with this rule could cause all activities at the Hillside to be shut down indefinitely and we could lose our liquor licence
- There will be **ZERO tolerance** with members who bring alcohol and should anyone do so they will immediately be asked to leave the pool area and the Club grounds
- Until the Hillside kitchen is able to sell and serve food, **members can bring some small food items from home to consume on the pool deck**. This temporary allowance applies to **“snack” food items only: NO meals will be permitted**

- If you would like to soften the Hillside’s plastic chair that will be waiting for you, please feel free to **bring your own cushions to the Club** (the Club’s fabric cushions cannot be used as they cannot be safely sanitized between users)
- **Masks are encouraged** (but not mandatory) especially when circulating on the Club grounds to and from the swimming pool
- 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 social distancing guidelines
- While **hand sanitizer** will be available in various key areas of the club grounds / swimming pool area, please bring **some of your own sanitizer** to disinfect your hands and avoid touching your face
- **Always observe a physical distance of at least 2 metres (6.5 feet)** between yourself and any other members or staff when interacting anywhere on the Club grounds or at the pool
- **Avoid unnecessary using or touching any surface** (e.g. stair railings, tables, gates, door handles, door frames)

## **Entering Club Grounds**

### IMPORTANT NOTE:

On your first visit to the Club, the **Court Supervisor** will ask **all members, once they arrive at the Club** (for their pool 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 coming to the Hillside.** You may want to seek medical care and/or COVID-19 testing, as per public health guidelines.

To enter the Club, 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 a few minutes to check you in, have you sanitize your hands, ask you some personal health questions, explain the important safety procedures that will be necessary for you to follow, and ensure that you hand in a signed **Hillside “Waiver”** document.
- Once your process with the **Court Supervisor** is completed (and your pool time has started), please wash your hands again and carefully proceed on the stone path to the swimming pool

### Arriving at the Pool

- Please **present yourself to the Pool Supervisor** (on the patio overlooking the pool)
- The **Pool Supervisor** will check you in, explain the pool safety information, and direct you to your reserved seating area
- Always stay a **minimum distance of 2 metres** (6.5 feet) from anyone who is not from your immediate household
- **Outdoor shoes (and tennis shoes) must be removed** as they are not permitted on the pool deck
- When walking on the pool deck, please only **use the 3’ area immediately around the edge of the pool** (in order to always stay a safe distance from the people seated)
- Please **immediately make your way to your reserved seating section** (do not stop to talk to other people seated at the pool as you will be blocking the only safe corridor for others to access their seats)
- As government restrictions still do not allow us to “gather” without social distance measures, all members who arrive at the pool are asked to **minimize walking around and socializing with other members**
- You are welcome to stay in your seating area, take a swim in the pool from time to time, and, if you wish, socialize with the people “safely-distanced” in the seating sections next to yours

- **Seating: please note all each seating area has been carefully planned to ensure that it is always a safe distance away from others** (and from people walking by). For this reason, all chairs must remain where they are when you arrive (against the outside walls of the pool deck) and cannot be moved closer to the pool or the seating section beside you
- At the pool, there will be a **few “sanitizer” stations** 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

#### IMPORTANT NOTE:

**Exception for tennis players:** Members, who have **just finished playing tennis** and wish to sit by the pool, may ask the Court Supervisor if there are any unreserved seats.

- If there is space available at the pool and required physical distancing can be achieved (if the tennis players are from different households), the pool supervisor may assign seats to the tennis players
- Tennis players must understand that they will have **no access to change their clothing**, and no towels or cushions will be provided
- They are welcome to enjoy their seats but **must leave the pool area** by the end of the time-slot for the section that they have been put in

### Children at the Pool

#### IMPORTANT NOTE:

**Parents are responsible for the supervision and safeguarding of their children**

**AT ALL TIMES** while at the pool and on the Club grounds and children must always abide by the COVID physical distancing rules.

### Swimming Protocol

- **Lap swimming:**
  - For **early morning lap swims**, lanes must be reserved in advance for **30-minute** time-slots from 7:00 to 8:30 am
  - There will be a **maximum of 3 lap swimmers per early morning time slot** (each using 1/3 of the pool)

- Note: all early morning lap swimmers **must leave to pool** and the Club before 9:00 am (when the day reservations begin to arrive at the pool)
- **During the day** (9:00 am to 5:20 pm), the **West lap lane will always be available** for lap swimming for anyone with a reserved seat at the pool for that time period. There will be a maximum of 1 lap swimmer at a time in the lane and we ask that a swimmer limits their use of the lane to 20 minutes at a time (if there is another swimmer wanting to use the lane)
- **Swimming Safety:**
  - **Maximum number of swimmers in the pool:** due to the small size of our pool, there will be a **strict maximum of 6 people permitted in the pool** at any time
  - When the pool is full (especially on a hot day), we ask members to limit the amount of time that they spend in the water in order to give others an opportunity to swim and cool off
  - **While swimming, always observe a physical distance of at least 2 metres** between yourself and any other swimmers
  - When the lap lane is in use, any other swimmers entering or exiting the pool by the ladder in the northwest corner of the pool must **carefully time themselves** and quickly get out of the lap lane to avoid getting close to the lap swimmer
  - **Always** be careful entering the pool **and swim with CAUTION** since this is a poor time to be dealing with an injury and a potential visit to the hospital

### Leaving the Pool Area

- Whenever you are ready to leave the pool, **please clean up your seating area**, pack up all of your belongings, and carefully **walk along the edge of the pool** (staying well clear of other people) and exit the pool area via the Clubhouse deck
- By the end of your pool time-slot, **you must have vacated your seating area** at the pool so that it can be cleaned and sanitized before the arrival of the next group

### Exiting the Club

- After leaving the pool area, please pass by the Pool Supervisor's table, continue **directly along the casual dining terrace** to 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 pool time has finished, you help **reduce people traffic on-site** and assist 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 management and employees** 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)

### 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 and 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.