

BADMINTON FACILITY PLANNING DURING THE COVID-19 PANDEMIC

Version 3

Adapted from International Tennis Federation Documentation

Drafted in consultation with Club Pros, Club Operators and Provincial /
National Badminton Organization Staff.

FACILITY PLANNING DURING THE COVID-19 PANDEMIC CONSIDERATIONS FOR FACILITY OWNERS / OPERATORS

Preamble:

A group of leaders representing the club industry (club owners, club pros, provincial and national badminton organization staff) in Canada have come together to discuss key operational issues facing the badminton industry during this COVID-19 pandemic.

This document provides a broad perspective for an owner/operator to consider when dealing with COVID-19. This document has been broken down into three sections, plus one Appendix:

1. OPERATING DURING YOUR FACILITY CLOSURE
2. PRIOR TO RE-OPENING
3. RESUMPTION OF FACILITY OPERATIONS
4. APPENDIX A: Facility Re-opening plan – Ottawa Badminton Academy (fictional club)

DISCLAIMER

The recommendations and guidelines in this document are not legal advice. Please check with your local and provincial health authorities to verify what is acceptable for your jurisdiction.

The information provided by Badminton Canada in this document is for general informational purposes only. All information is provided in good faith; however, we make no representation or warranty of any kind, express or implied, regarding the accuracy, adequacy, validity, reliability, availability or completeness of any information provided. UNDER NO CIRCUMSTANCE SHALL WE HAVE ANY LIABILITY TO YOU FOR ANY LOSS OR DAMAGE OF ANY KIND INCURRED AS A RESULT OF THE USE OF THE INFORMATION OR RELIANCE ON ANY INFORMATION PROVIDED. YOUR USE OF THIS INFORMATION AND YOUR RELIANCE ON ANY INFORMATION IS SOLELY AT YOUR OWN RISK.

FACILITY PLANNING DURING THE COVID-19 PANDEMIC CONSIDERATIONS FOR FACILITY OWNERS / OPERATORS

SECTION 1: OPERATING DURING YOUR FACILITY CLOSURE

The COVID-19 pandemic has caused significant challenges to the club industry in Canada. How you deal with the pandemic will have a profound effect on your ability to withstand a permanent facility closure. Here are some recommendations on operating during your temporary facility closure.

It is inevitable that any business interruption will cause significant impact to your business, finances and operations. How you deal with this situation will have a significant impact on your ability to successfully reopen in the future. Consider the following recommendations:

a) Business Continuity Planning:

- Develop an effective Business Continuity Plan:
 - Step 1: Analyze your business
 - a. Employee Roles and Responsibilities
 - b. Key Business Functions of your organization
 - c. Recovery Time Objectives (the time it would take to recover to full operations)
 - d. Establishing the potential impacts to your business
 - Step 2: Assess the risks (risk assessment or SWOT analysis, risk matrix)
 - Step 3: Develop business strategies
 - Step 4: Make a plan
 - Step 5: Implement your plan

b) Financial Review:

- Analyze your organization's financial position (cashflow, bank balances, accounts payable and receivable and balance sheet), review organizational expenditures and revenues
- Review of currently scheduled events (if any) such as fall club championships that will need to be rescheduled. Have individuals already paid for these events? Will they be canceled or rescheduled? Keep the funds or refund?
- Prepare a cashflow analysis to verify your organization's ability to withstand a facility interruption of (30, 60, 90, 120 days or longer)
- As part of your financial review, decide which expenditures can be eliminated or reduced
- Contact suppliers and lenders and make arrangements in writing to freeze payments, renegotiate contracts or pause / cancel services
- Review organizational policies and procedures relating to program refunds, membership cancellations, program credits
- Consider establishing risk management document, for example: waivers or assumption of risk documents
- Review insurance policies and coverages (i.e., business interruption insurance)

c) Human Resources:

- Develop a human resources plan and determine which positions must be retained during your closure
- Prepare transparent employee communication on your staffing plan. Follow up with each employee by phone, in-person or email. Maintain regular communications with your staff
- After ascertaining legal advice, prepare notices of employment modifications, temporary lay-off or termination which may include the following:
 - Notice of modification, termination and/or temporary layoff in writing
 - Effective date of modification/termination/layoff and possible return date if known
 - Include relevant sections of the employment / labor legislation
 - Payment information (i.e., vacation pay, overtime, lieu time, employee top-up if applicable) and instructions on how to apply for EI or any other government funding programs
 - Complete record of employment (ROE) for each affected employee
- Develop work plans for all retained staff members and schedule regular follow up meetings with staff
- Establish work-from-home protocols (completion of work, follow-up with supervisors, IT security)
- Cross-training of staff / succession planning.
- Determine your staff re-hiring plan:
 - Who is coming back?
 - When? (phased-in approach)
 - What are their compensation levels?

d) Operational Review:

- Let security/monitoring company know your club is closed.
- Connect with your neighbor. Many businesses are still open in some capacity while your club might be closed. Your neighbors can help monitor your property.
- Ensure that your jurisdiction permits club owners to enter your own facility
- Ensuring that any staff with keys DO NOT open the facility – or even visit
- Ensuring health/safety when doing a ‘walk thru’. Wear gloves and masks. Avoid potentially contaminating the venue.
- Complete a facility maintenance/janitorial plan:
 - Analyze potential risk/exposure areas and develop a facility cleaning plan (create a Touch Map – map of areas that are frequently touched – railings, door knobs, point of sale key pads, sink handles, etc....)
 - facility sanitation and deep cleaning
 - Complete projects (i.e., painting, small repairs)
- Conduct a facility walk-through; remove any potential risks to the business
 - During closure, maintain daily facility security checks for insurance purposes
 - Remove any perishable foods which may go bad during the closure
 - Ensure facility security services are operational and tested
- Ensure city sidewalks are cleared of any snow or debris

- Reduce, adjust or eliminate services (shutting off lights and turning down heat)
- Evaluate programs, analyze program delivery, curriculum and pathway
 - SWOT analysis
 - Determine new efficiencies
 - Suggest program changes/improvements

e) Communications & Marketing:

- Create a communication plan for your members, stakeholders and program participants
 - How often?
 - What type of communication?
- Provide ongoing communications through your various social media channels, website, newsletters and other communication tools to your membership, program participants and stakeholders
- Articulate your program cancellation policies (credits, refund policy) and establish/manage expectations during the facility closure
- Develop member/program participant engagement options:
 - Virtual classrooms (online content)
 - Social media challenges
 - Personal phone calls, emails to members and program participants
 - Online curriculum

SECTION 2: PRIOR TO RE-OPENING

Once the Government and local/provincial/national health authorities provide you with clearance to re-open your facility, you need to consider the following:

a) Development of a Resumption of Operations Plan:

- Determine your staff requirements and relevant resource requirements for your business functions to resume operations
- Determine your Recovery Time Objective (RTO) for your business. How long will it take to reopen/reestablish each business function (i.e., opening registration or rehiring staff)
- Re-establish any services which were paused and/or interrupted (i.e., service providers)
- Notify your key service holders, stakeholders of your facility reopening date
- Development of policies and procedures relating to wellness screening

b) Facility Cleaning & Maintenance:

- Thorough cleaning and sanitization of the facility using appropriate commercial/industrial grade cleaning products
- Facility walk-through to identify and repair badminton and fitness equipment, furniture, computers
- Identify and clean facility common areas or key touch points for exposure on a regular basis
 - Door handles, railings, reception desk, drinking fountains, locker room, lockers, shower facilities, court entrances, netting/posts, food service areas, tables, chairs, vending machines, phones, computer, point-of-sale terminals, chairs, bleachers and court benches
- Replace all training shuttle in coaching baskets, regrip all demo racquets

- Purchase suitable quantities of hand sanitizer, disinfectant wipes, disposable wipes, infrared temperature readers and masks
- Creation of a facility to map out restricted areas, removal of chairs, seating etc.
- Creation of a facility “touch map” for high traffic and exposure areas for cleaning and sanitization purposes

c) Human Resources:

- Re-hire your personnel, prepare employment offers, and employment agreements
 - Conduct any onboarding (training) information or training due to pandemic (i.e., new policies or practices)
- Establish and communicate employee schedules

d) Communication Plan:

- Prepare communication with your members and program participants by outlining the following:
 - When the facility will re-open
 - Whether it’s a return to normal operations or a phased-in approach (provide details)
 - Reaffirm public health recommendations for social distancing practices
 - Establish enforcement plans for players/members who may be feeling ill
 - Communicate any protocols for entry into the facility (e.g., hand sanitization, washing hands prior to playing)
 - Highlight to members the increased risk for those older than 65, and add instructions for parents of minors to ensure that their minor adheres to physical distancing regulations of the club.
- Creation and communication of wellness screening protocols which outlines:
 - If you answer yes to any of the following questions you should not be attending the club:
 - Are you experiencing any of the following symptoms: fever, cough, shortness of breath?
Have you traveled outside of Canada in the last 14 days?
 - Has someone you are in close contact with tested positive for Covid-19 and if so, when?
 - Have you been told to self-isolate by Public Health or a medical professional?

e) Financial Considerations:

Understand your market and the financial impact that this pandemic has caused. Once your facility is able to reopen it may not be business as usual. Some of your members/participants will have been impacted financially, either through job loss or financial loss. There may be a period of time before things normalize, and your business should thoroughly analyze the anticipated business loss and how you plan to recapture revenues.

Consider the following:

- Pricing roll-back / freeze on program registration costs, membership and/or private lessons
- Ways to create increase revenues and/or promote sales
- Roll-back staff compensation levels to help support the businesses ability to normalize revenues (seek legal advice). Program payment plans or changes in behavior:
- Monthly payment plans or shorter program durations (4, 6, or 8-week program sessions)

SECTION 3: RESUMPTION OF FACILITY OPERATIONS

The government will determine when all badminton facilities will be able to open. They may also place restrictions on your facility requiring that your business establishes relevant protocols for social interaction, or capacity and usage, and may limit your ability to host special events. In some cases, hours of operation and other policies to ensure public safety may be mandated.

The government will likely implement restrictions and a phased in approach when allowing clubs to reopen. These restrictions will not only increase the club's expenses and decrease revenues (extra cleaning - janitorial, extra cleaning supplies, less participants, fewer coaches or coaching hours, addition of safety equipment and supplies (i.e. hand sanitizers, shields, masks, etc.)). Club operators must be very disciplined when making revenue/expense projections due to these new expenses and potential decreases in revenues. Club operators are urged to discuss with suppliers and partners and continue to get assistance where available. Do not assume that because you reopen it will be business as usual.

Clubs should also account for the fact that there is a possibility of further shutdowns due to local outbreaks of COVID 19.

Below, you will find some recommendations for your facility to consider when facilities are permitted to resume business activities:

a) **Customer, staff arrival & servicing:**

- Sanitization station at front entrance (hand sanitizer at front counter), consider other sanitization measures:
 - Sanitizing point-of-sale terminals (keypads) after each use
- Signage posted at front entrance to instruct customers to wash hands prior to going on-court, as well as general information/instructions to customers/staff relating to COVID-19 or flu-like symptoms
- Instructions which indicate that any customer/visitor to your badminton facility experiencing flu-like symptoms should leave the property immediately without entering the building
- Restrict the use of shower/locker room facilities (possibly phased-in) to reduce the risk of infection
 - Reduce number of washroom stalls in operation
- Limit in-person check-in and limit transactions (payments). Consider:
 - Online check-in and online payments (member accounts)

- Use of technology (email communication / SMS text) indicating which court customer will play on
- Initially a club should consider closing the viewing area and insist only drop-off and pick-up for those coming for lessons.
- Restrict in-person meetings and promote virtual meetings
- Supply masks, disposable gloves, hand-sanitizer for all staff members, while encouraging members to bring/supply their own.
- Institute member, guest and program participant waivers
- All staff will have Mandatory Face covering and gloves and we ENCOURAGE ALL CLUB MEMBERS to wear a face covering while in the main building of the club
- Introduce Wellness Screening protocols, place; signage at the front entrance (as per section 2)

b) Badminton department (staff, programming and service):

- Establish employee protocols for washing hands prior to going on-court with clients
 - Develop no touch policies (no handshakes, no touching student's racquets nor equipment)
- Provide each badminton court with hand sanitization stations (hand sanitizers)
- Remove court benches and replace them with chairs in order to facilitate greater social distancing. Place chairs a minimum of 2 meters apart.
- Wipe-down court chairs, net posts, player entrances
- Open court entrance doors to limit contamination risk (touching walls, doors)
- Ideally replace all shuttlecocks with new shuttlecocks (never used). If not feasible please consider:
 - creating one or more shuttle bin per coach at the club. The bin should only be used by that one coach
 - coach should wash hands after using shuttles in bin
 - use antiviral disinfectant spray. Make sure spray is antiviral.
- Players would only be permitted to touch the shuttles with their racquet
- Limit the amount of shuttlecocks on-court for group lessons (modify lesson delivery)
- All demo racquets will be re-gripped and/or sanitized or, perhaps, restrict the use of demo racquets
- Class organization/management modifications:
 - How are demos conducted? On each court with a coach at a safe distance or as a group?
 - Maintain social distancing protocols
 - Encourage partner rallying versus feeding
 - Stagger on court sessions to allow ample time for those on court to leave the playing area before the next group is scheduled to start. Suggested minimum is 10 minutes, however longer period should be considered.
 - Create waiting areas with appropriate physical distance
- Limit number of players playing on-court or in viewing areas at any given time:
 - Reduce student / coach ratios
 - Limit the amount of doubles that is played (only singles bookings) as part of a phased-in approach
 - Consider program court allocation changes, schedule changes
 - Restrict parental view during program times to one parent in an area where they can practice physical distancing

- Should arrive no earlier than 10 minutes before program to avoid interaction and crowding in the lounge or waiting area.
- Change rooms are closed to avoid crowding.
- Reduced numbers in group lessons to a maximum of 2X the number of courts. (or max of 2 players per group)

c) Food service area:

- Limit/set the number of users (players & spectators) in your facility at any given time
- Restrict viewing areas and continue to practice social distancing measures
- Food handling safety precautions shall be reviewed prior to reopening food service areas, ensuring all public health measures are in place
 - Frequent hand washing should be practiced by people handling food (before and after each use)
 - Use of gloves and mask when preparing food
 - No cash sales (member account, credit / debit transactions with no touch payment)
- Offer more pre-packaged meals & food options

d) Events:

- Review competitive events schedule. Discuss with Badminton Canada and Provincial Badminton Associations the protocols for the resumption of events. Consider:
 - How players will handle shuttlecocks during the match
 - No changing ends (indoor events)
 - No sharing court bins (one bin per player per side)
 - No handshakes at the conclusion
 - Restricting spectators or maintaining social distancing measures
 - Eliminate areas where players congregate
- For large scale events, consider the financial viability of scheduling and subsequently hosting these events, consider the following:
 - Risk management: what happens if another COVID-19 wave or pandemic re-emerges? What is the financial risk for hosting events? Can insurance cover the non-completion or cancellation of an event?
 - How will people's behaviors change for event hosting? Will people pay to attend events, how will you ensure that you can protect your spectators, athletes, officials and tournament personnel?

e) Financial Matters:

Most badminton facilities will want to recoup their significant financial losses during their facility closure. Consider that most badminton facilities will have lost at least 85% or more of their monthly revenues for the period the facility was closed. Cash reserves may be depleted, and most facilities may need to use un-earned revenue to pay wages/business expenditures during the closure.

Restructuring your operation before and after you open is necessary as it may take several months/years to make up the lost revenue your company has experienced. The viability of clubs is paramount to the success of the badminton industry and the coaching profession. Ensuring your club can come back and create jobs for coaches should be the priority. Consider the following:

- complete a new forecasted budget for your club (anticipate 20 – 40% reduction in revenues and anticipate how long it would take for your business to normalize revenues/expenses)
- Reorganization of your staff and changes to your staffing needs may be required (provided that any reductions or suspension of benefits is permitted by staff employment agreements and applicable employment legislation):
 - Adjust compensation levels going forward (program hourly rates, private, semi-private and group lesson rates & percentage reductions may be required) – review every 6 months and adjust accordingly
 - Suspending services when possible (benefit coverages, professional development opportunities, training, uniforms)
 - How do you handle coaching schedules if restrictions are maintained by your public health authority?
 - Hours given to coaches with more employment seniority
 - Balanced approach (everyone does a little less for the betterment of the staff)
 - Which of your coaches are your high revenue producers or maintain business retention or revenues?
- Reviewing program/rate schedules. Most people have been affected and rolling back pricing may help your business in the short-term
- Consider developing low-cost programming options (i.e., lowering ratios while maintaining pricing)
- Incentivize customers to spend money:
 - Loyalty programs (points for spending money)
 - For every dollar amount spent your member/participant gets dollars in credit
 - Incentives for full upfront payments
- Consider your payment plans and introduce various options:
 - Monthly payments
 - Installments
 - Discounts for full payment
- Consider that your business will be issuing credits, so actualized revenue may be limited in the short-term. Consider how you can increase your cash flow in the short-term.
- Consider your membership options and which options will get people to join/spend money at your club. Also consider your financial position (cash-flow) during this time:
 - Pay-as-you-go
 - Membership structures court fee + membership
 - Flat rate membership)
- What expenditures are necessary and which ones can continue to be cut/paused while you regain your organization’s financial position
- Find efficiencies - perhaps there are expenditures which can be shared or leveraged with other organizations
- If possible, renegotiate service agreements with your suppliers. There will be incentives to gain business and your suppliers will be lowering pricing and offering deals to help their business regain lost income.
- Empower your personnel to come up with new revenue generation ideas (incentivize good ideas which work)

NOTE:

PLEASE REFER TO APPENDIX A: Ottawa Badminton Academy Facility Re-Opening Plan.

This sample plan has been designed to meet the needs of a fictional facility and is closely aligned to local and provincial health authority recommendations in the Province of Ontario.

WE STRONGLY RECOMMEND DEVELOPING YOUR OWN PLAN AND CONSULTING WITH YOUR LOCAL & PROVINCIAL HEALTH AUTHORITY

APPENDIX A: Ottawa Badminton Academy Facility Re-Opening Plan.

COVID-19 SAMPLE FACILITY A GUIDELINES FOR CONTINUED PLAY

Badminton is a unique sport with many benefits – the main one being health and wellbeing (both physical & mental). By its very nature, social distancing is easy to maintain while playing badminton. With a few modifications, badminton can still be enjoyed safely and can play a vital role for the benefit of the community as we endure the COVID-19 pandemic.

If the Government relaxes restrictions and the Ottawa Badminton Academy (club) can be re-opened, here are the key issues:

CLIENT MOTIVATION

There are two 'competing' motivations/solutions that need to be addressed:

- **Issue:** If players are wary about social distancing, they most likely will not return to group events (or, at minimum, be very hesitant).
 - **Solution:** Badminton has always had the option of private (one-on-one with coach) and Semi-private lessons (Two Players and a coach). However, these are at a higher cost than group sessions.
- **Issue:** If players now have financial constraints, they may not want to take Private and Semi-private lessons with the higher associated cost.
 - **Solution:** Group lessons provide a lower cost option.

RE-OPENING ACTION STEPS:

- 1) All summer programming will be reduced to 2 per court (and one coach). This may alleviate some social distancing fears and keep costs down. (Currently, we have a 4 to 6 players to one coach on one court ratio) 2 players on a court covers all of our costs and is less expensive than private lessons.
- 2) If Major Restrictions are in place, no Programs will be available, only Private and Semi-Private lessons. Semi-Private lessons will be at a reduced rate to make them more financially appealing. These will be scheduled with each coach independently.
- 3) A 'Touch map' of the facility will be created to identify areas of concern to mitigate players touching surfaces unnecessarily.
 - a. Based on the map and other considerations, a Safety & Hygiene guidelines list will be created to outline procedures that could be put in place to allow safe play and use Ottawa badminton Academy.
 - b. There will be 2 levels, (Major Restrictions and Minor Restrictions).
 - c. These will also form a checklist that Coaches and Staff must follow when conducting lessons.
- 4) A Communication will be created to inform parents & players what steps will be taken in group sessions. It will be designed to alleviate fears of participating in badminton because of all the

steps taken and show value of continued participation. These will also form a checklist that coaches must follow when conducting lessons.

- 5) The Coaching staff will be tasked to ensure all social distancing and hygiene protocols are followed.

LEVELS OF HYGIENE GUIDELINES:

Until a vaccine is created, it will most likely not be 'business as usual' and any activity with multiple participants will need to have modifications to allow for safe participation.

Listed below are 2 levels of modifications (Major and Minor) for safe badminton activity.

Level 1: **CLOSED**: The most important action step the entire badminton community and facilities can take is to fully comply with all directives provided by all levels of Government and health care officials. limited

Level 2: **MAJOR RESTRICTIONS (Safety & Hygiene Measures for Covid-19):**

These are designed to allow for badminton activity, but maximize all appropriate safety measure while participating in badminton activities.

Operational Procedures (Before Arriving at the Club):

- The Club will become a completely 'cash-less' operation with only electronic payments processed. All payments must be made prior to activity (including ALL bookings). Minimize the need for Front Desk interaction by doing everything by phone/electronic prior to arriving. All Bookings will be Phone-in only.
- To reduce traffic in the buildings, only the odd numbered courts (1, 3, 5, 7, 9, etc.) will be booked. Even courts (2, 4, 6, etc..) will be left open to provide greater distance between players.
- For bookings, only singles will be available to maximize social distancing
- For programs, only Private & Semi-private lessons will be available to maximize social distancing.
- Viewing areas are restricted to parents and the areas ability to host people while respect physical distancing standards
- If you have any flu or cold-like symptoms (regardless how minor) **STAY HOME**.

Once You Arrive at the Club:

- Masks are encouraged (but not mandatory) especially when proceeding to and from the courts.
- Please try to come changed (so you do not have to change at the club)
- Arrive and leave as close to the scheduled times as possible to reduce your time at the club.
- Bring hand sanitizer to disinfect your hands before and after play and avoid touching your face.
- Observe social distancing of 2 meters between yourself and any players or staff when interacting at the Front Desk or on the court. Avoid using the closed viewing areas.

When playing:

- Shuttlecock management: (Although there is no published evidence the Covid-19 virus can be transferred off a shuttlecock it is safer if different players do not handle shuttles.)
 - When you have booked a court and are playing with friends, each participant should bring their own shuttles (with distinguishing numbers or felt pen marks). Whomever is serving only uses their own shuttles. Players can pass each other shuttles by only using their racquet.

- During lessons, only the coach will handle the shuttles (players can still herd them to the coach with their racquets)
- During lessons, we will reduce the number of shuttles being used by using less ‘feeding drills’ and having players play with each other.
- During lessons, we will not be minimizing the use of teaching aids and markers and, they will only be handled by the coach.
- Do not change ends.
- Keep up sportsmanship etiquette but, rather than shaking hands with an opponent, or giving high fives, just touch racquets.
- Please only use the washroom if necessary. Washroom access will be limited to one person at a time. Please contact the front desk after you have used the washroom so it can be disinfected.
- Avoid touching any surface (e.g. stair railings, seats, entry doors, benches, net posts). Court access doors will be propped open to minimize the need for contact.
- Public fountains will be closed and players should bring their own water bottles (no sharing).
- Play with some caution (don’t dive for shots the way you usually would). This is a poor time to be dealing with an injury on court.

Youth programs:

In addition to all the other measure listed:

- Ensure children are changed and have all they need (equipment, full water bottle, etc.) Arrive and leave as close to the scheduled times as possible to reduce time at the club. Please be on time to pick up children so they do not have to wait. You may be instructed to arrive and leave by different entrances.
- We will stagger youth sessions to maximize social distancing and allow time for staff to disinfect various items around the club
- Washrooms will be for emergency use only and players will only be able to go 1 at a time.
- Remind them to avoid congregating together. Coaches will enforce all measures during programs.
- Respect people’s concerns and please do not bring them to the club if they have **ANY** cold or flu symptoms no matter how minor.

Level 3: MINOR RESTRICTIONS:

Even if all restrictions are lifted, it would be wise to continue to follow some health and hygiene guidelines.

Operational Procedures (Before Arriving at the Club):

- The Club will become a completely ‘cash-less’ operation with only electronic payments processed. All payments must be made prior to activity (including ALL bookings). Minimize the need for Front Desk interaction by doing everything by phone/electronic prior to arriving. All Bookings will be Phone-in only.
- Both Singles and Doubles play will be available however, maintain social distancing when proceeding to and from courts.
- For programs, we will be reducing the ratios from 4 players per court to 3 (no price increase)
-
- Viewing areas are restricted to parents and the areas ability to host people while respect physical distancing standards
- If you have any flu or cold-like symptoms (regardless how minor) **STAY HOME.**

Once You Arrive at the Club:

- Please try to come changed (so you do not have to change at the club) and, arrive and leave as close to the scheduled times as possible to reduce your time at the club. Bring hand sanitizer to disinfect your hands before and after play and avoid touching your face.
- Please only use the washroom if necessary. Washroom access will be limited to universal washrooms only. Wash your hands before leaving the washroom.
- Observe social distancing of 2 meters between yourself and any players or staff when interacting at the Front Desk or on the court. Minimize use of the viewing areas.

When playing:

- Shuttlecock management: (Although there is no evidence the Covid-19 virus can be transferred off a shuttle it is safer if different players do not handle shuttle.)
 - When you have booked a court and are playing with friends, each participant should bring their own shuttles (with distinguishing numbers or felt pen marks). Whomever is serving only uses their own shuttles. Players can pass each other shuttles by only using their racquet.
 - During lessons, only the coach will handle the shuttles (players can still hand them to the coach with their racquets)
 - During lessons, we will reduce the number of shuttles being used by using less 'feeding drills' and having players play with each other.
 - During lessons, we will not be minimizing the use of teaching aids and markers and, they will only be handled by the coach.
- Do not change ends.
- Keep up sportsmanship etiquette but, rather than shaking hands with an opponent, or giving high fives, just touch racquets.
- Avoid touching any surface (e.g. stair railings, seats, entry doors, benches, net posts). Court access doors will be propped open to minimize the need for contact.
- Public fountains will be closed and players should bring their own water bottles (no sharing).

Children's programs:

- In addition to all the other measures listed:
- Ensure children are changed and have all they need (equipment, full water bottle, etc.) Arrive and leave as close to the scheduled times as possible to reduce your time at the club. Please be on time to pick up children so they do not have to wait.
- Only parents of children under 8 years old (once we allow them to enter the club) should remain on site during sessions and should practice social distancing. Parent of older children should only drop off and pick-up.
- Washrooms will be for emergency use only and players will only be able to go 1 at a time.
- Remind them to avoid congregating together. Coaches will enforce all measures during programs.