



COVID – 19 MANDATORY MEMBER PROCEDURES

On behalf of the Board of Directors and the TRA staff team, we would like to thank all members for their patience as we manage through this extremely difficult time. On May 13, 2020 the government of Alberta confirmed the launch of Phase I but have delayed some services in Calgary and Brooks. The Premier and Chief Medical Officer continue to stress the importance of a cautious, careful and calculated approach. The TRA has chosen to take the same approach and will begin opening services in a “staged” manner.

On May 19th, the TRA implemented Stage One of its Re-launch plan by opening its Out of School Care program under the strict guidelines of the Province of Alberta’s Children’s Services department. On June 1, 2020, Stage Two will begin, by opening the tennis courts and skateboard park under new guidelines. With these amenities opening, the TRA will stress the following “Mandatory Member Procedures”:

- 1) General Rules
 - a) DO NOT VISIT THE TUSCANY CLUB IF YOU ARE SICK OR MANDATED TO QUARANTINE OR ISOLATE.
 - b) Leave the facility immediately if you develop any symptoms of COVID-19.
 - c) No guests permitted at this time.
 - d) Members are required to physically distance (2 meters apart) from all other members and staff with the exception to those members of your immediate household.
 - e) Bringing in food into the Park is discouraged.
 - f) Park capacity may be limited.
 - g) Time limits maybe implemented at any time.

- 2) Closures
 - a) Park benches and picnic tables
 - b) Bringing in your own lawn chairs is prohibited.
 - c) Gazebo
 - d) Equipment rentals
 - e) BBQ pits
 - f) Water Fountain: please bring your own drinking water

- 3) Washrooms
 - a) Washrooms are open in a reduced capacity.
 - b) Access to the washroom through the Skate Change room only.
 - c) Limit use of the washroom and do not use for cosmetic purposes

- 4) Parking Lot

- a) Do NOT loiter or congregate in the parking lot area, or in front of the entrance to the facility.
- b) Maintain physical distancing when locking up your bike and try to avoid touching surfaces of the bike rack.

5) Entrance to the Park

- a) Access to the park will be via the outside gate only.
- b) Maintain physical distancing if waiting in line to enter the park.
- c) Once at the gate window, present your membership card for scanning by the Customer Service Associate.
- d) If there is an issue with your membership, you may not be permitted to access the park. Please respectfully leave the area, contact the office to resolve the issue.
- e) Members will be denied access if your membership fees have not been paid by June 1, 2020.
- f) Hand sanitizer will be available at the Customer Service Gate access.

6) Park Etiquette

- a) Always respect others and keep a minimum of 2 meters apart.
- b) Discard any garbage and recyclables in the appropriate bins and refrain from touching the lids.
- c) Please bring your own personal sanitizer if you require it beyond the gate access.

OTHER

These procedures have been developed within the guidance of health officials and maybe amended at any time without notice. This document will be posted online on our website (www.tuscany-connect.com), posted at the front entrance and it the responsibility of all members to ensure they have read, understand and will comply with all orders, protocols and procedures. Any member refusing to comply will be requested to leave the premises immediately and may be suspended until further notice. Direct any concerns to management.

Abuse to TRA staff or any member will NOT be tolerated.

Last updated: May 22, 2020