

MONKLAND TENNIS CLUB



TABLE RESERVATIONS FOR BAR + KITCHEN

COVID-19 SAFETY PROTOCOL AND PROCEDURES

The Club's Board of Directors and Management ask that all MTC members please carefully read all of the details of this Protocol document. Thank you in advance for your cooperation, your patience, and your compliance with the set of rules that we are putting in place.

Please note that table reservations can begin to be made on Friday July 3rd at 12 noon by calling 514-481-1169. Reservations will be taken for seating's offered starting at 5pm that same day.

It is also important to note that as we begin to offer more and more services at the Club, more people will be on site and so we ask that all members keep their proper

distance. Wearing a mask is suggested if/when social distancing cannot be realized in some of the club's busier spots and we appreciate all member awareness and respect for others on the facility. Additionally, washing your hands and sanitizing are still of high importance so please do so as often as possible.

A friendly reminder that for tennis purposes, please refrain from touching the tennis balls from other courts. If a ball comes on your court, please either kick it back to the court it came from or use your racket to pass the ball over.

The main principle is to continuously keep the safety of fellow members and staff at all times and we thank you in advance for your attention to this.

Bar + Kitchen

MTC is pleased to announce that our **Bar and Kitchen opening date will be this Friday July 3rd at 5pm.** The Bar + Kitchen offering will be based on the following rules, procedures and protocols:

Activities and Services

Bar + Kitchen - A member who wishes to use the Bar + Kitchen must abide by the following rules:

- Reserve a table spot in advance **by phoning in at 514-481-1169.**
- Understand and **abide by the safety Protocols and Procedures** detailed in this document.
- **Do not come to the Monkland Tennis Club 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 (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 seating area.
 - There will be **access to 1 toilet in the women's locker room and access to 1 toilet in the men's locker room.**
 - **Please inform a staff member before using the washroom.**
 - The doors 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.

Access to the Club

Important Note: In the interest of safety for all, only members with a reservation will be permitted on the Club grounds (NO walk-ins). All table reservation participants are asked to arrive not before their booking begins and must leave the Club as soon as their time-slot is finished.

Table Booking System

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

In order to avoid the gathering of people at the Club (and to ensure safe physical distancing for all), we will be using our **phone-In booking system only** for **Table Reservations**.

- Please call the club at **514-481-1169** from **8:00 am to 8:00 pm** to book a time.
- **As the table spots are limited to 20 people for 2-hour time slots**, in fairness to all members, a member is permitted to have their name on only 1 table reservation each day.
- **Members ONLY:** Table Reservations will be open to MTC members only (no Guests).
- **Important Note:** for safety reasons, there will be a **maximum limit of 20 people allowed for Table Reservations**.
- **Table bookings** will be for a **120-minute period**.
- **Table Reservation Schedule** will be **12pm-9:30pm weekdays and 9am-9pm on weekends**. After every 2-hour slot, there will be a 30-minute break in order for staff to disinfect and clean the social areas.
- **Table bookings** can be made for a minimum of 1 person and a maximum of 6 people.
- **Table Bookings** can be made for spots for either the same day or a day in advance. (e.g. 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).

Junior Members

Junior Members 11 years old and younger must be accompanied with a parent or guardian. Juniors 12 years old and up can book and come to their reservation on their own.

Table Cancellations

If you need to cancel a table booking, please **advise the club ASAP** so that the spots can be available to other members. Cancellations will be accepted up until 30 minutes in advance of the booking time without penalty.

***IMPORTANT NOTE:**

If it is your first visit to MTC in 2020, there is a **Waiver form** that can be printed 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 table. You may want to seek medical care and/or COVID-19 testing, as per public health guidelines.

Arriving at MTC

- If you have any flu or cold-like symptoms (see accompanying screening questions) regardless of how minor they may seem, please cancel your reservation and **GO HOME**.
- **NO “walk-ins” for table reservations will be permitted** (you must have a reservation in advance).
- Table bookings should arrive **at or after the starting time** of their reservation.

- Members are still free to **bring non-alcoholic drinks** (juice boxes, soft drink cans, etc.) to the East Beach area for lounging and/or swimming time. No glass bottles will be permitted.
- Absolutely **NO ALCOHOL is permitted to be brought onto the Club grounds**. Non-compliance with this rule could cause all activities at MTC to be shut down indefinitely and we could lose our liquor licence. For this reason, there will be **ZERO tolerance** with members who bring alcohol. They and their party will immediately be asked to leave the the Club grounds.
- **Members can bring some small food items from home to consume at East Beach.**
- 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.
- **Avoid unnecessary using or touching any surface** (e.g. stair railings, tables, gates, door handles, door frames).

Entering Club Grounds

Please **follow a “clockwise” circular flow** (as indicated with on-site signage) when you arrive inside the side gate of the Club. The main door to the Clubhouse is closed for the time being.

The side gate will be left open at all times (no need to touch it) so please proceed **straight up the path to the upper patio** where a staff member will greet you.

Once you arrive at a staff member, you will be asked to hand over your Waiver Form, wash your hands or sanitize, and asked some personal health questions, and will be explained the important safety procedures that will be necessary for you to follow. You will then be asked to confirm your **Table Reservation** and will be shown to your seats.

4 Tables will be setup on the lower deck in front of the pool, each handling 6 people maximum.

There will also be tables for 2 setup along the LCC fence on their field.

Please speak with MTC Staff on the phone and confirm how many people are in your party and what setup works best for your 2-hour slot*

IMPORTANT NOTE:

On your first visit to the Club, a Staff member 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 staff members who are 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 MTC. You may want to seek medical care and/or COVID-19 testing, as per public health guidelines.

Once your process is completed (and your pool time has started), please carefully proceed to the back of the Club heading to East Beach and the swimming pool.

Arriving at Your Table

- **Please present yourself to MTC Staff upon arrival**
- **The Court Attendant will check you in, explain any safety information, and direct you to your reserved seats.**
- **Members are welcome to stay in their seating area for the 2-hour time slot. Please socialize with people “safely-distanced” in the seating sections next to yours.**
- **Seating: please note 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.

- **FOOD ORDERS:** Once seated, members will have the ability to order food by selecting items on personal menus. MTC Staff will then pick up the food orders and members will be called once their food is ready to be picked up at the kitchen window inside the clubhouse. Members are asked to walk up the side steps of the clubhouse guiding them directly to the kitchen area. Food orders will then be picked up and members will exit the clubhouse passing the bar and ending up on the top patio deck before returning to their seats.
- **DRINK ORDERS:** Members will be asked to line up on the top patio deck for all drink orders. Socially Distancing markers will keep the necessary length between people waiting in line. All drinks and snacks including chips and ice creams should be ordered from the top patio deck window.
- **Tennis players and Swimmers:** Members who have **just finished playing tennis or their pool time** can check and see if table spots are still available at that time. If there is space available and required physical distancing can be achieved, the Court Attendant may assign seats. Members are welcome to enjoy their seats but **must leave their spots** by the end of the time-slot for the section that they have been put in to.

Children at the Tables

Parents are responsible for the supervision and safeguarding of their children **AT ALL TIMES** while on the Club grounds. Children must always abide by the COVID physical distancing rules.

Leaving the Seating Areas

- Whenever you are ready to leave/once your time is up, **please clean up your seating area**, pack up all of all of your belongings, and bring all of your dirty dishes to our marked cleaning area and bins. You will then be

asked to carefully **leave the club from the side alleyway heading to Royal Avenue.** (staying well clear of other people) .

- By the end of your table time-slot, **you must have vacated your seating area** so that it can be cleaned and sanitized before the arrival of the next group.
- **Please thoroughly wash your hands as soon as you arrive HOME.**

Oversight of Safety Protocol

MTC 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 MTC 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 MTC’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.
- **Thorough cleaning and disinfecting** of all areas of the MTC site will be done daily (prior to opening and maintained throughout the day / evening).

The Club’s 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 MTC community.