

The health and safety of the public and staff is our top priority.

- Panorama Recreation Centre:
  - Weight Room open by reservation only
  - Fitness & Yoga classes – reservation only
  - Indoor & Outdoor tennis & squash/racquetball courts – reservation required for indoor courts
  - Arena – user group bookings and public skates by reservation only
  - Aquatic facility (aquafit, lap swimming, water walking, leisure swimming)
- Greenglade Community Centre
  - Fitness & Yoga classes – reservation only
  - Pottery – reservation only
  - Pickleball – reservation only

## Reopening of facilities

Signage is posted reminding users to observe health and safety precautions and follow best practices for physical distancing. These measures will help to ensure a safe space for all. Users are expected to continue to adhere to public health guidelines and include:

- **Do not use the facilities or attend activities if you are unwell**
- **Stay home if you have traveled in the past 14 days OR if someone in your household is sick**
- **Keep a 2 metre distance at all times**
- **Cover your cough and sneeze into your sleeve or tissue**
- **Masks are required in transition/common spaces – entrances, hallways, and lobby spaces**

## Aquatic Facility/Pool

Before your pool visit

- Reservations required. No drop-ins permitted at this time
- Please come “swim ready” dressed in your swim suit and limit the amount of accessories/items you bring to the pool area. Please be prepared to remove shoes on arrival. Lockers will not be available for use. You will have a basket provided as you enter to store your personal items in.
- Change rooms and shower will be available but limited due to occupancy limitations. Change times will be limited to allow adequate cleaning and sanitization between pool reservation times
- Your registration limits you to the time slot and pool space noted on your reservation. The hot tub is included in your reservation if space permits. The time has been allocated to facilitate enhanced cleaning and sanitization of equipment, change rooms and high touch surfaces.
- Bring your own water bottle. No drinking fountains will be available on the pool deck
- No spectators will be permitted

Arriving at Panorama

- Queue outside the facility at the distanced markers in the north parking lot (parking lot with the playground) to enter at door 33 (behind the water slide)
- Masks are required on the pool deck, prior to and following pool entry
- Everyone must hand sanitize and have a quick cleansing shower on deck before using the pool
- Please maintain distance of 2 metres from other patrons and staff
- Sauna and steam room are closed
- Snorkels are prohibited
- Goggles are encouraged
- Do not spit or blow nose in the water
- Participants should not share equipment
- Patrons in need of assistance due to physical limitations must receive help from a family member

#### After your pool visit

- Showers are limited to a quick rinse only. All personal grooming must be done at home.
- In order to maintain occupancy limit, everyone must move as quickly as possible through the change rooms
- Please exit through change rooms or through viewing area to exits

Rules are subject to change and will be updated as needed. Those disregarding rules may be asked to leave the facility.

#### Tennis Courts

Outdoor tennis courts may be booked online or over the phone for priority use. Drop-in use is available at no cost, but users may be “bumped” if the court has been booked. Indoor tennis courts must be reserved online or over the phone in advance.

Specifically for tennis courts:

- Outdoors: Queue outside the courts and maintain 2 metres distance when courts are in use
- Indoors: Park in the North parking lot (next to the playground) and enter the building no more than 5 minutes prior to your booking.
- Masks are required until play starts on the tennis court
- Only singles play permitted with strict awareness & monitoring of the 3 meter rule for physical distancing
- Private and semi-private lessons are permitted
- No spectators
- Patrons are encouraged to bring their own hand sanitizer to use prior to play and after touching shared surfaces
- Clearly mark your ball and refrain from picking up others' tennis balls

#### Squash/Racquetball Courts

- Park in the North parking lot (next to the playground) and enter the building no more than 5 minutes prior to your booking.

- Patrons are encouraged to bring their own hand sanitizer to use prior to play and after touching shared surfaces
- Masks are required until you are on the court
- Play is currently limited to solo drills (one person on the court only)
- After play, please exit through main lobby doors

## Outdoor Basketball Court & Playgrounds

## Outdoor Fitness & Yoga Classes

Classes are available by reservation only which can be completed online or over the phone. Weekly classes will be available for reservation at 12pm on the Friday prior.

If you cannot attend your class please let us know before 12pm the day before to avoid being charged.

## Arena

Public skates are available by reservation only which can be completed online or over the phone. Weekly sessions will be available for reservation at 12pm on the Friday prior. No spectators permitted.

If you cannot attend your session please let us know before 12pm the day before to avoid being charged.

Please contact Martine at [mking@panoramarec.bc.ca](mailto:mking@panoramarec.bc.ca) for ice booking availability and arena specific COVID-19 protocols.

## Panorama Recreation Centre Weight Room

Weight room sessions are available by reservation only which can be completed online or over the phone. Weekly sessions will be available for reservation at 12pm on the Friday prior.

If you cannot attend your session please let us know before 12pm the day before to avoid being charged.

- Wash or sanitize your hands before and after your visit
- Masks must be worn at all times including while exercising
- Follow physical distancing – stay 2 metres apart (no congregating)
- Reservations required. No drop-ins permitted at this time
- Queue outside the facility at the distanced markers in the north parking lot (parking lot with the playground)
- Clean equipment before and after use with disinfectant and paper towel
- Adhere to the reserved time block selected. No early arrivals or late departures
- Equipment should not be shared or used simultaneously (i.e. working in sets or circuits)
- Avoid spotting – only lift what you can manage on your own
- No sign up will be required for cardio equipment, but limit time to 30 minutes
- Water fountain is not available, bottle refill only

- Washrooms available with limited capacity
- Change facilities are not currently available

Rules are subject to change and will be updated as needed. Those disregarding rules may be asked to leave the facility.

## Memberships

Due to new regulations which limit group sizes, require physical distancing and enhanced safety protocols, Panorama Recreation will no longer be able to provide unlimited drop-in access to our programs and services. Recognizing the impact on participants who may no longer be able to attend or will not be able to attend at the same level we will be proceeding with cancelling all monthly and annual membership passes (pro-rated from March 18, 2020) and will apply account credits respectively. The credit may be used for the purchase of punch cards or drop-in admission for our current outdoor fitness and yoga classes and for other programs and services when they resume operation. Please note that we are not selling any 1 month, 3 month, 6 month or annual passes for the foreseeable future.

For pass holders with monthly payments, your credit will be based on when you made your last payment to March 18. For example, if your last payment was made on March 1, you will be refunded back 14 days for the period of March 18 to 31. All scheduled payments were suspended as of March 18.

For deluxe pass holders, all existing program registrations (as of May 28, 2020) at pass discount rates will be honoured.

We will be providing all LIFE pass holders with 52 free visits for use in our current outdoor fitness and yoga classes and for other programs and services when they resume operation. Beyond the 52 visits, LIFE pass holders will be able to purchase punch cards with their 50% coupons. Please note that we are not selling any 1 month, 3 month, 6 month or annual passes for the foreseeable future.

We anticipate completing all pass cancellations by mid-June and we appreciate your patience as we work through this. Should you wish to use your pass refund towards a punch pass or drop in admission and we have not yet processed your pass cancellation, please contact reception at 250-656-7271 or email us at [info@panoramarec.bc.ca](mailto:info@panoramarec.bc.ca). Our phone and email hours are 8:30am to 4:00pm Monday to Friday.