



**SWIMMING CANADA**

**FACILITY SERIES:**

**RETURN TO SWIMMING**

August 19, 2020



# OBJECTIVES FOR TODAY



- Welcome
- Introductions
- Background
- Facility Presentations
- Questions & Discussion



# INTRODUCTIONS



- Ahmed El-Awadi, CEO, Swimming Canada
- Rick Traer, CEO, Sport Tourism Canada
- Jocelyn Jay, Events Manager, Swimming Canada



# BACKGROUND SWIMMING CANADA



Swimming Canada is the Governing Body of the sport of Competitive Swimming in Canada and the #1 ranked Olympic Summer sport. In addition, our coalition with the Canadian Red Cross, Lifesaving Society Canada and the YMCA Canada position us as the leader of the activity of swimming in Canada.

Our membership reach is large, and when combined with the lesson market, we offer an unparalleled audience.

- 50,000 competitive swimmers.
- 2 Million swimming lesson participants per year.
- 100,000 officials
- 4,000 coaches
- 20,000 Masters swimmers.
- Professional infrastructure for distribution.
- Access to lifeguards at outdoor pools





**SPORT**  
TOURISM  
— CANADA —

# SPORT TOURISM — CANADA —



# SPORT TOURISM CANADA



- Rick Traer, CEO, Sport Tourism Canada  
rtraer@sporttourismcanada.com
- Twitter address: @SportTourismCA
- LinkedIn: <https://www.linkedin.com/company/sporttourismcanada>
- Website: <https://www.sporttourismcanada.com>





# PRESENTER INTRODUCTIONS



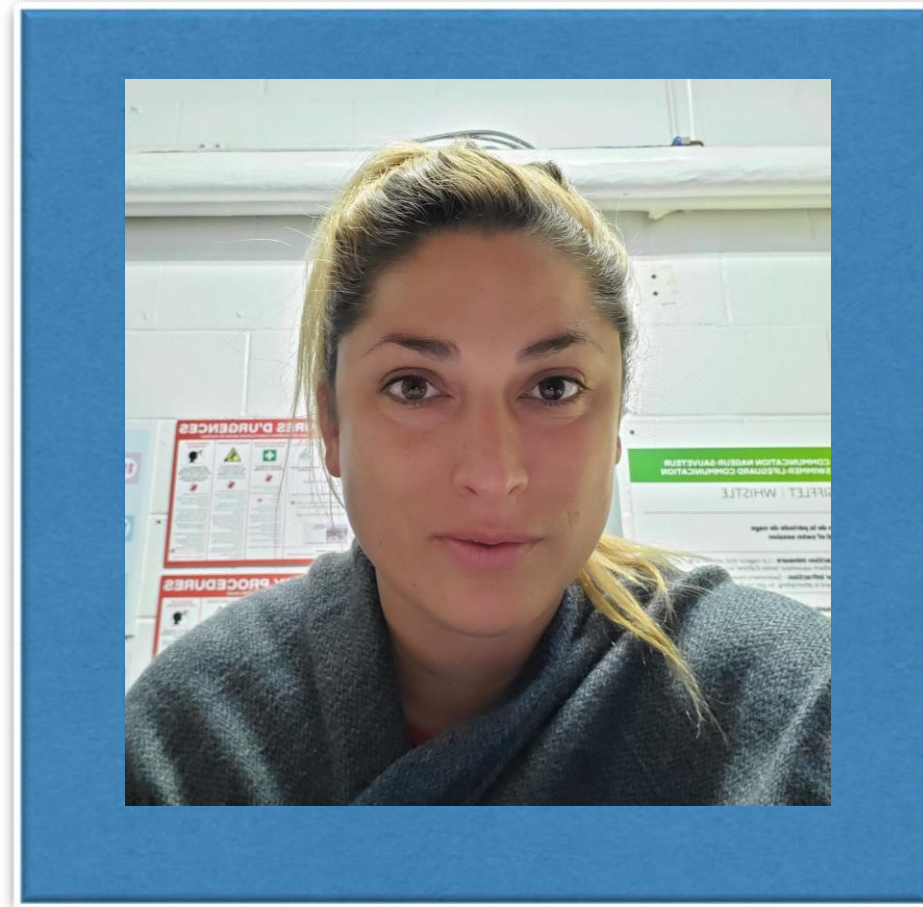
Rafael Torre, Director, Sport and Recreation,  
Toronto Pan Am Sports Centre



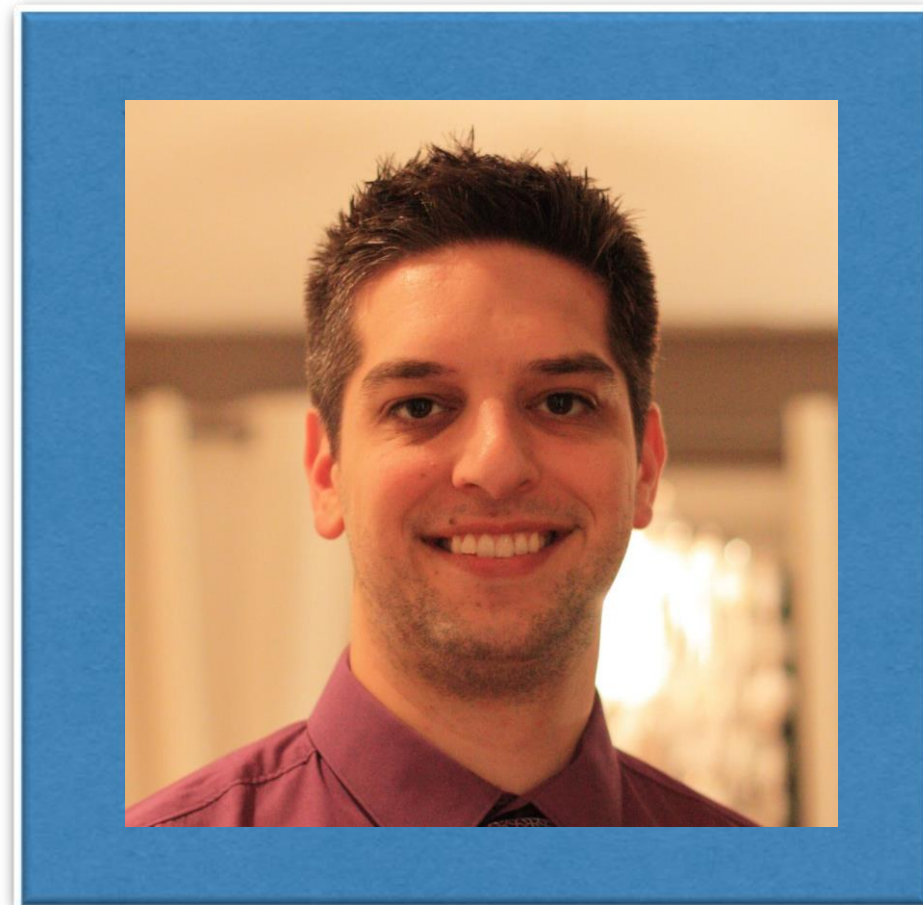
Jeff Booke, CEO, Repsol Sports Centre, Calgary



# PRESENTER INTRODUCTIONS



Annie Bouthillier, Section Head, Culture & Recreation, City of Beaconsfield



Éric Hervieux, Director General, Centre de la culture et du sport de Sainte-Julie







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# TORONTO PAN AM SPORTS CENTRE

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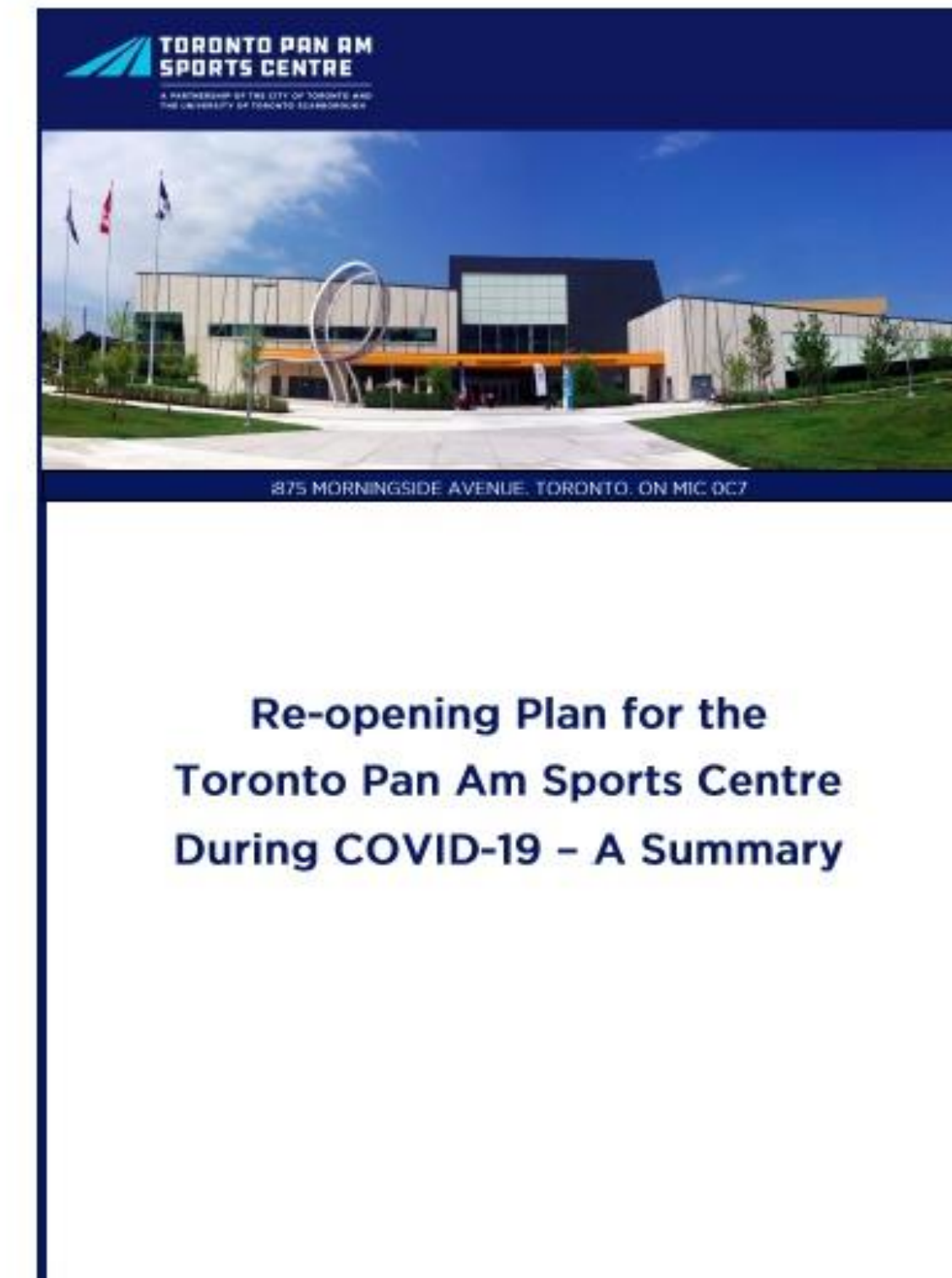
A PARTNERSHIP OF THE CITY OF TORONTO AND  
THE UNIVERSITY OF TORONTO SCARBOROUGH



# RE-OPENING PLAN DURING COVID-19



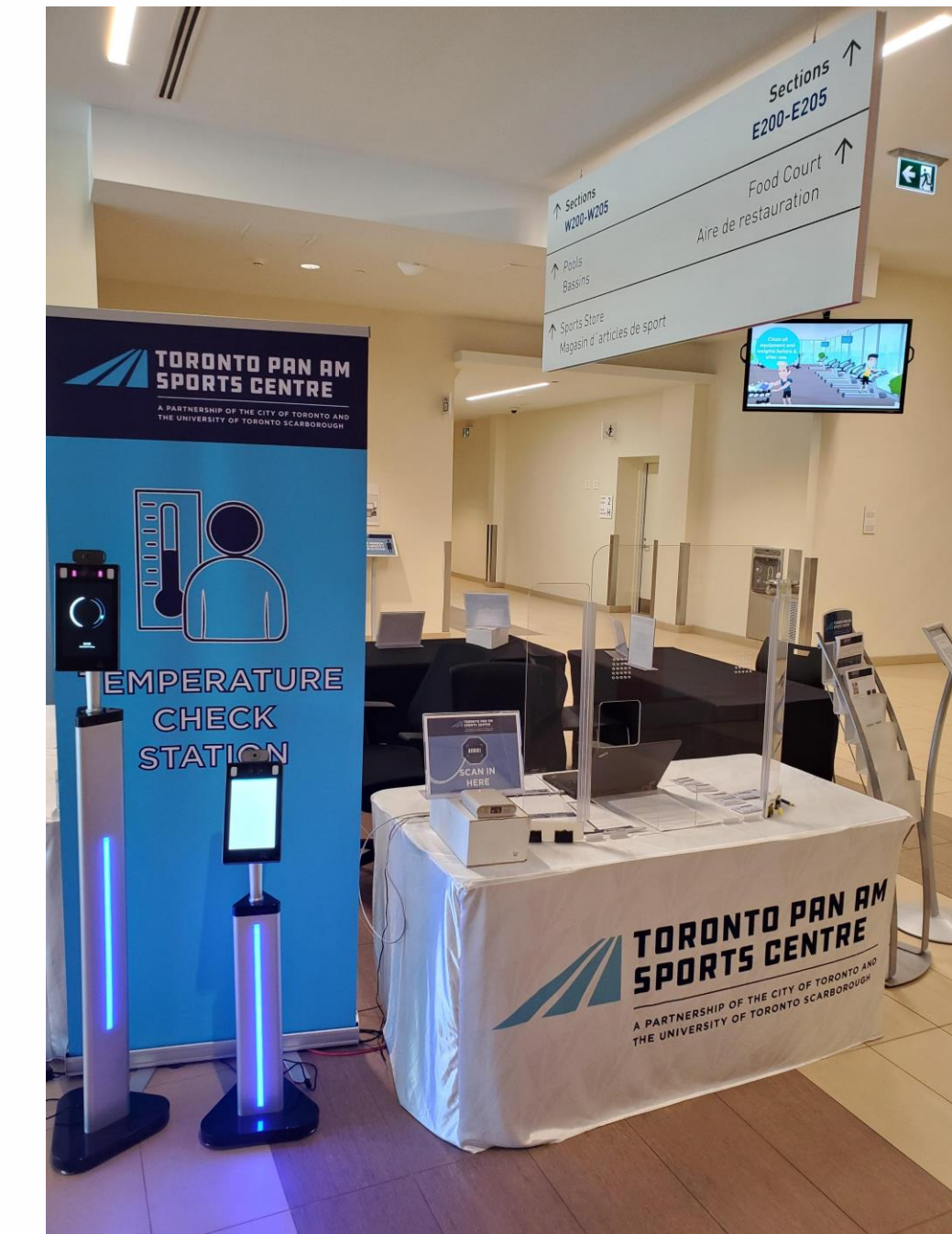
- Public Health Mandates, Provincial Framework, and City By-laws
- Physical modifications to the facility
- Cleaning and hygiene



# RE-OPENING PLAN DURING COVID-19



- Protocols to heighten staff and participant safety
  - Screening
  - PPE for staff and participants (Masks)
  - Entrance/Exit- separation of users
  - Flow- separation of users
  - Program schedule- staggered for access control and activity modifications





# STAFF TRAINING



- Virtual and on-site FT staff training
- Virtual and on-site PT staff training





# SPORT PACKAGES - HIGH PERFORMANCE



- A completed risk assessment tool for your program
- An approved return to train plan that is endorsed by the NSO
- Roster of athletes and coaches, including full name and email address, who will have access to the facility for creation of barcode for their entry (no athlete will be allowed entry without a barcode)

# SPORT PACKAGES - HIGH PERFORMANCE



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- A schedule of training
- Re-opening TPASC summary- with the cover page signed by executive director
- Signed TPASC return to train protocol by executive director
- Signed waivers by individual athletes and coaches which can be executed digitally via a link



# SPORT PACKAGES - CLUBS



From the club:

- A completed risk assessment tool for your program
- An approved return to train plan that is aligned with PSO protocols and meets facility expectations



# SPORT PACKAGES - CLUBS



From the club:

- Roster of athletes and coaches who will have access to the facility  
Full name and email address required for creation of access barcode (no athlete will be allowed entry without a barcode)  
To include the ages and level of the swimmer
- A schedule of training



# SPORT PACKAGES - CLUBS



From the TPASC:

- TPASC Re-opening Summary – signature required
- TPASC Return to Train Protocol – signature required (by Executive Director)
- TPASC Waivers – each individual (coaches and athletes) required to complete online, link to be provided

# LESSONS LEARNED



- Always maintain a critical eye on processes and be prepared to change
- Ambassadors are essential- re-purposed events team (other duties as assigned)
- While you may have solid plans, you will need to avoid complacency on enforcing protocols

# LESSONS LEARNED



- Staff will have varying levels of comfort in returning to work and completing other duties as assigned
- Do not speed through your stages - “it is easier to loosen than tighten”



# TPASC Return to Swimming Safely



# Repsol Sport Centre

## Covid-19 Response

Jeff Booke, CEO





# AGENDA



- Introduction
- About Repsol Sport Centre
- Managing through a pandemic
  - Lead-up
  - Ordered Closure
  - Phase 2 opening
- Keys to Success





# INTRODUCTION



A little about me, and why  
it matters in the context of  
RSC and Covid-19.





# ABOUT REPSOL SPORT CENTRE



## Vision Statement

- Repsol Sport Centre is a world class sport and fitness facility that inspires individuals and teams to achieve their goals and dreams through innovation, expertise and passion.

## Mission Statement

- Passionate about sport – and people.





# VALUES



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- Safety
- Legendary Service
- Excellence
- Innovation





# DUAL MANDATE



- To provide training and competition facilities and services for the development of Calgary's high performance athletes in their respective dry land and aquatic sports.
- To provide facilities, programs and services for the wellness and recreational sporting needs of the citizens of Calgary.





# LEAD UP

- Follow directions of the CMO
- Stay true to Mission, Vision & Values
- Be ready to implement directions on a moment's notice
- Constant communication with staff, Board and stakeholders
- Leverage peer network





# CLOSURE



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## Short-term

Employee and customer concerns  
Revenue loss/Event cancellation  
Facility security

## Long-term

Will people return?  
Partner stability?  
Ramp up





# MANAGING DURING A PANDEMIC



- Support employees, customers and sport partners
- Keep connected. Be responsive
- Control what you can
- Forward planning





# PHASE 2 REOPENING



## Keys to success

- Focus on what got you here
- Be ready to shift
- Play to your strengths
- Importance of partnerships



# ACTIONS

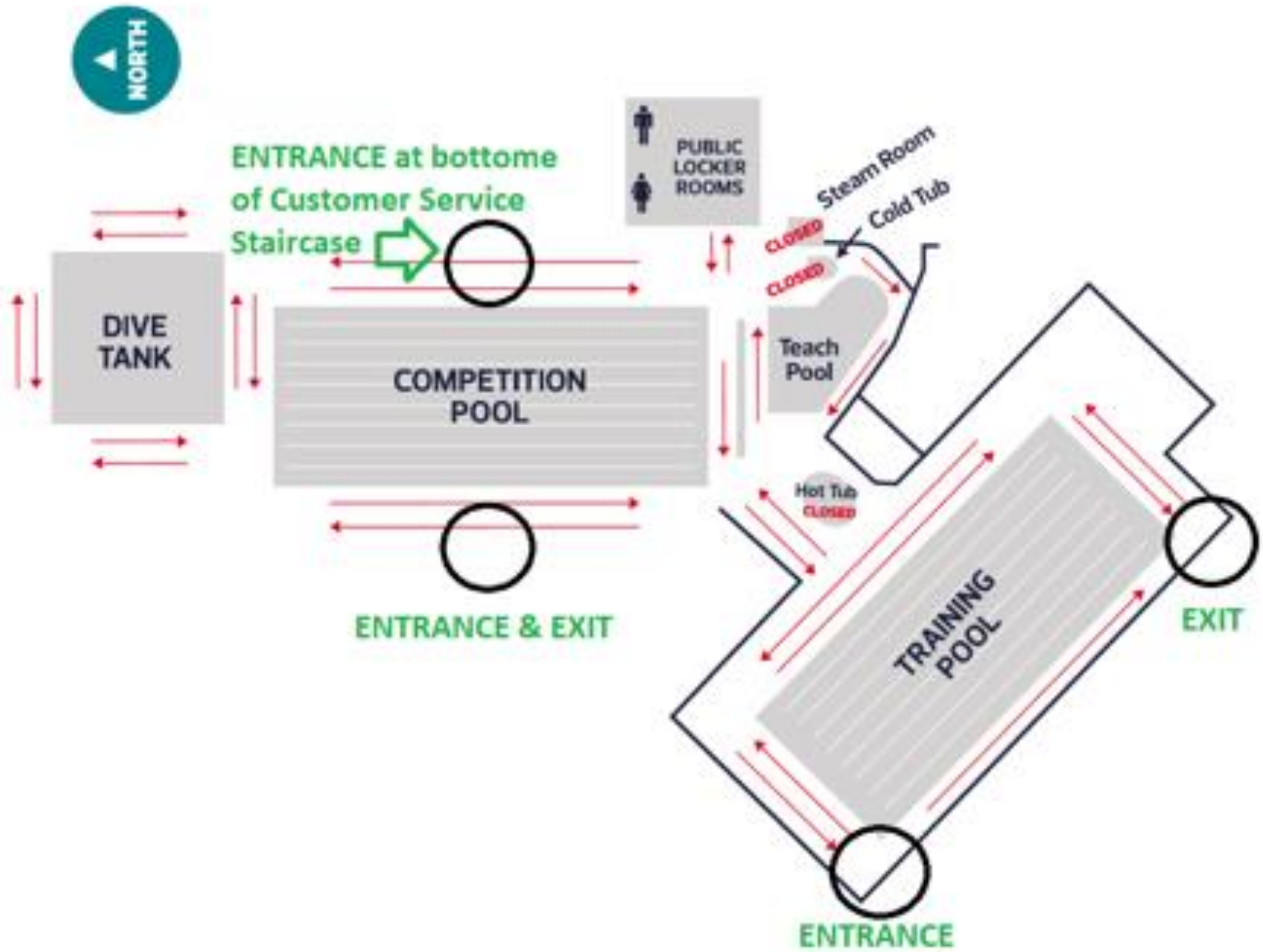


- Developed a return to RSC Playbook
- Prepared a code of conduct
- Decoupled individual and group users
- Created plans for athletes, coaches, administration staff and parents
- Took advantage of the facility size
- Zoned each area as if it were an independent, stand-alone, facility
- Layered complimentary plans on top of each other
- Developed pre and post training expectations





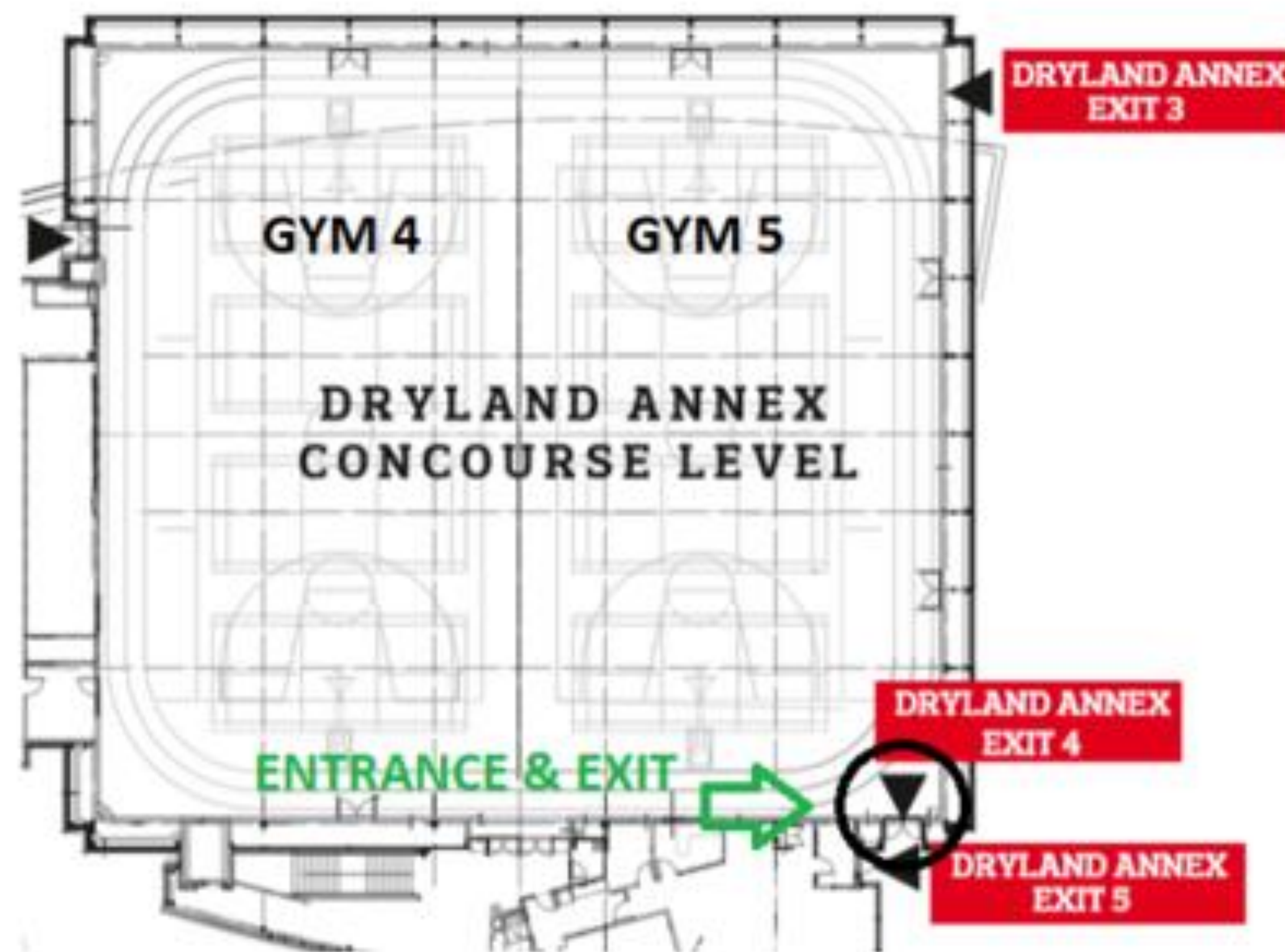
# TRAFFIC FLOW



# TRAFFIC FLOW



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Thank you





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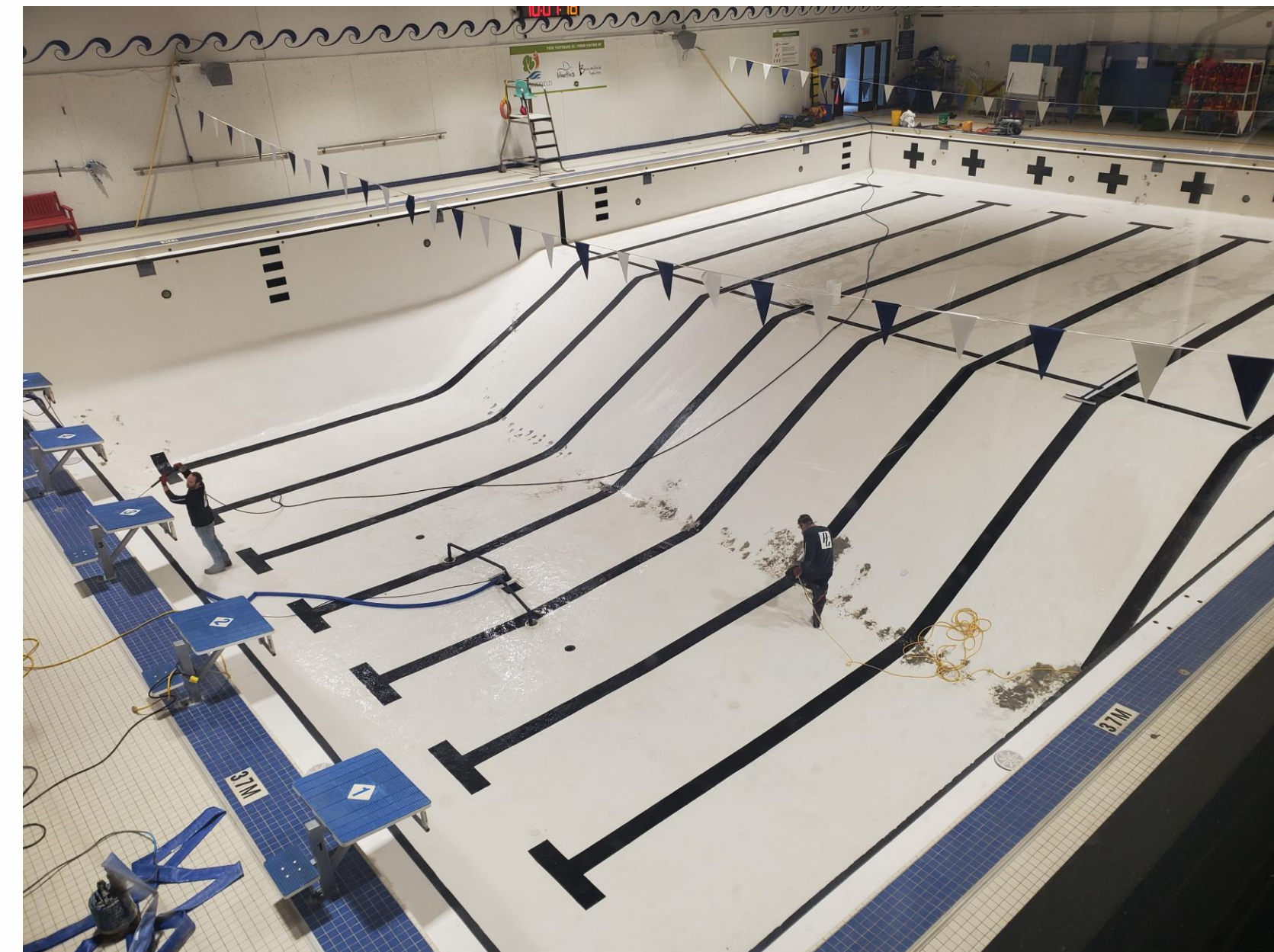
BEACONSFIELD



# FACILITY RE-OPENING PLANS



- March 12 – Closure of the Recreation Centre
- March 13 – Starting to empty the basin and proceeding to annual maintenance work



# FACILITY RE-OPENING PLANS



April 3– Aquatic team temporarily layoffs.

- Going over scenarios
- Finalizing a communication plan
- Preparing the re-opening phases
- Preparing aquatic training plan
- Ordering equipment



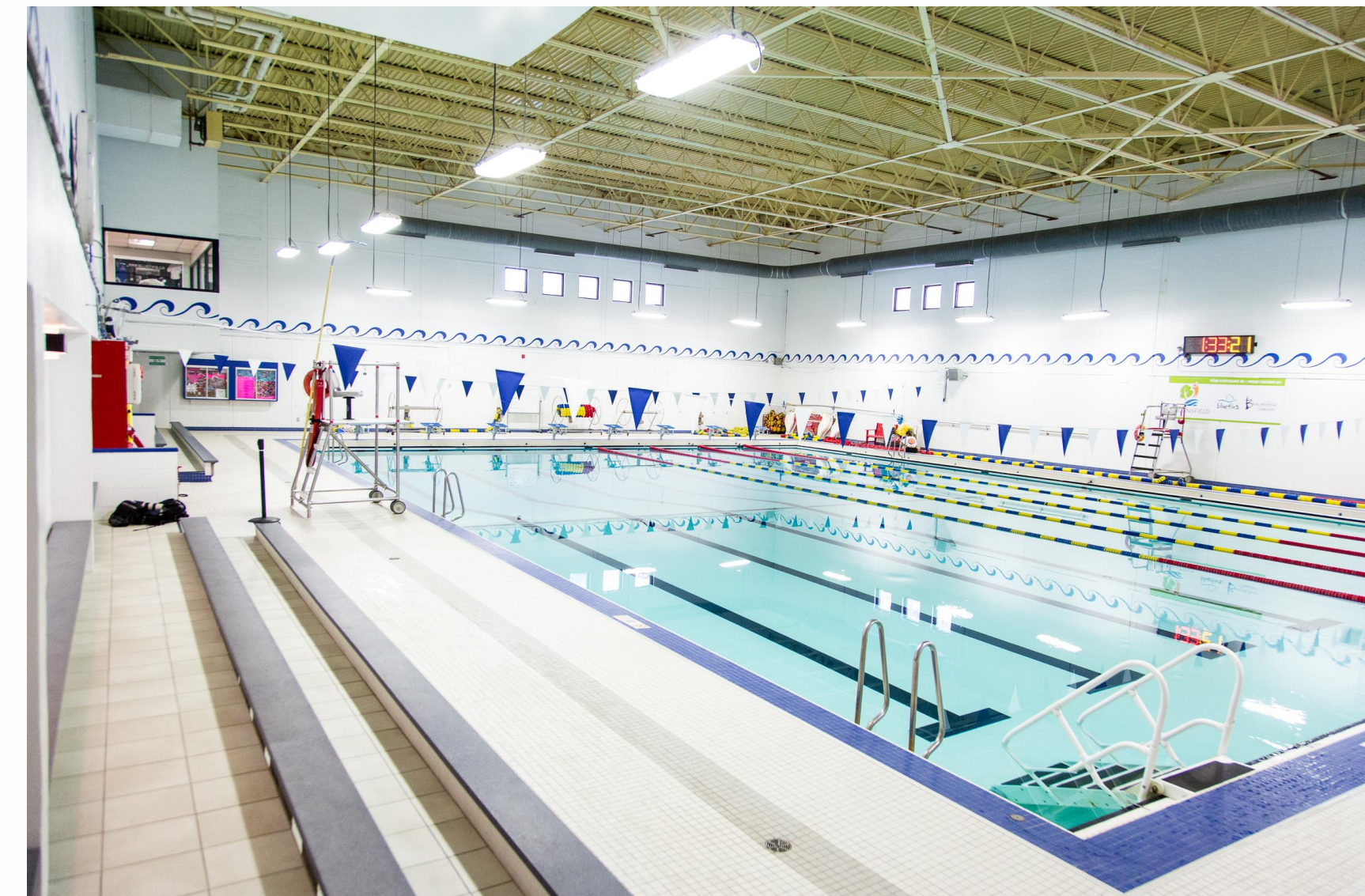


# FACILITY RE-OPENING PLANS



**May 2020**

- Finalizing annual maintenance
- Re-hiring employees
- Implementation of staff trainings
- Facility schedules, security and procedures



# FACILITY RE-OPENING PLANS



## June 2020

- Implementation of staff trainings
- NLS Requalification's ( indoor and outdoor)

# FACILITY RE-OPENING PLANS



## July 2020

July 9 – Pool opens for Day Camp participants

July 12 – Pool open Heat Wave measures

July 15 – Recreation Centre open to public for skating and swimming activities

July 22 – Pool COVID 19 Audit, Lifesaving Society



# FACILITY RE-OPENING PLANS



## August 2020

- Meetings with associations ( swimming, synchro and water polo)
- Staff trainings ( cont')

## Planning Fall 2020

- Reintroductions of lessons
- Back to sport for associations

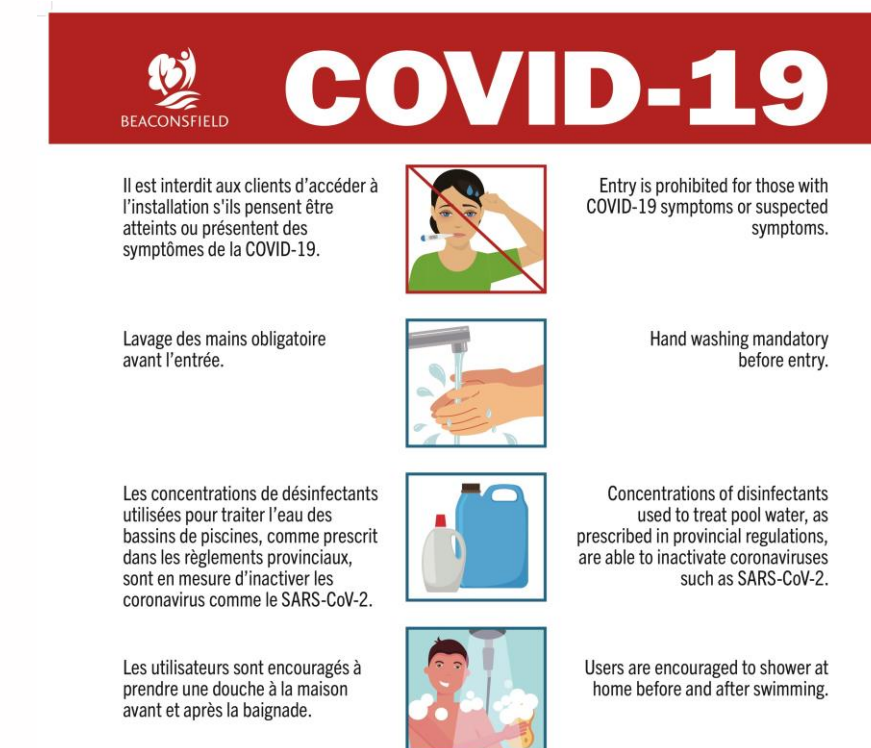




# BEST PRACTICES



- Establishing maximum capacities for our activities below the suggested number
- Communicating frequently with our associations, even if it's only to ask how they are doing?
- Involving the staff in the decision making process
- Limiting the number of spectators
- Ordering PPE equipment early
- Starting small and growing as we go



# LESSONS LEARNED



- Have to be specific about what changing in a 'public space' means
- CERB
- Practices at other close by imunicipalities may not be similar to ours and can cause issues.





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# FACILITY REOPENING PLANS



- This summer operating outdoor pools only
- Indoor Recreational and Lane Swimming resumed August 17<sup>th</sup>

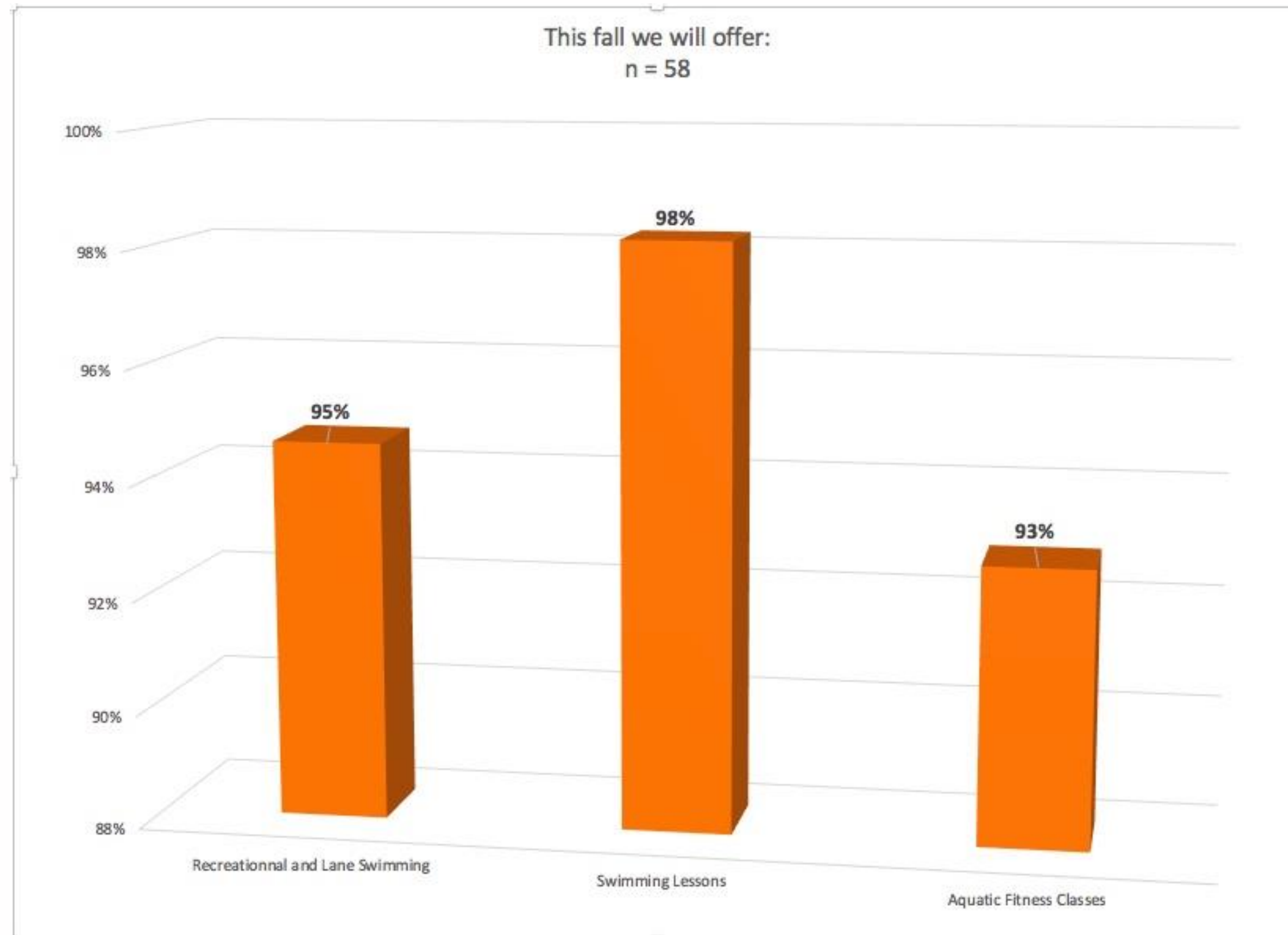




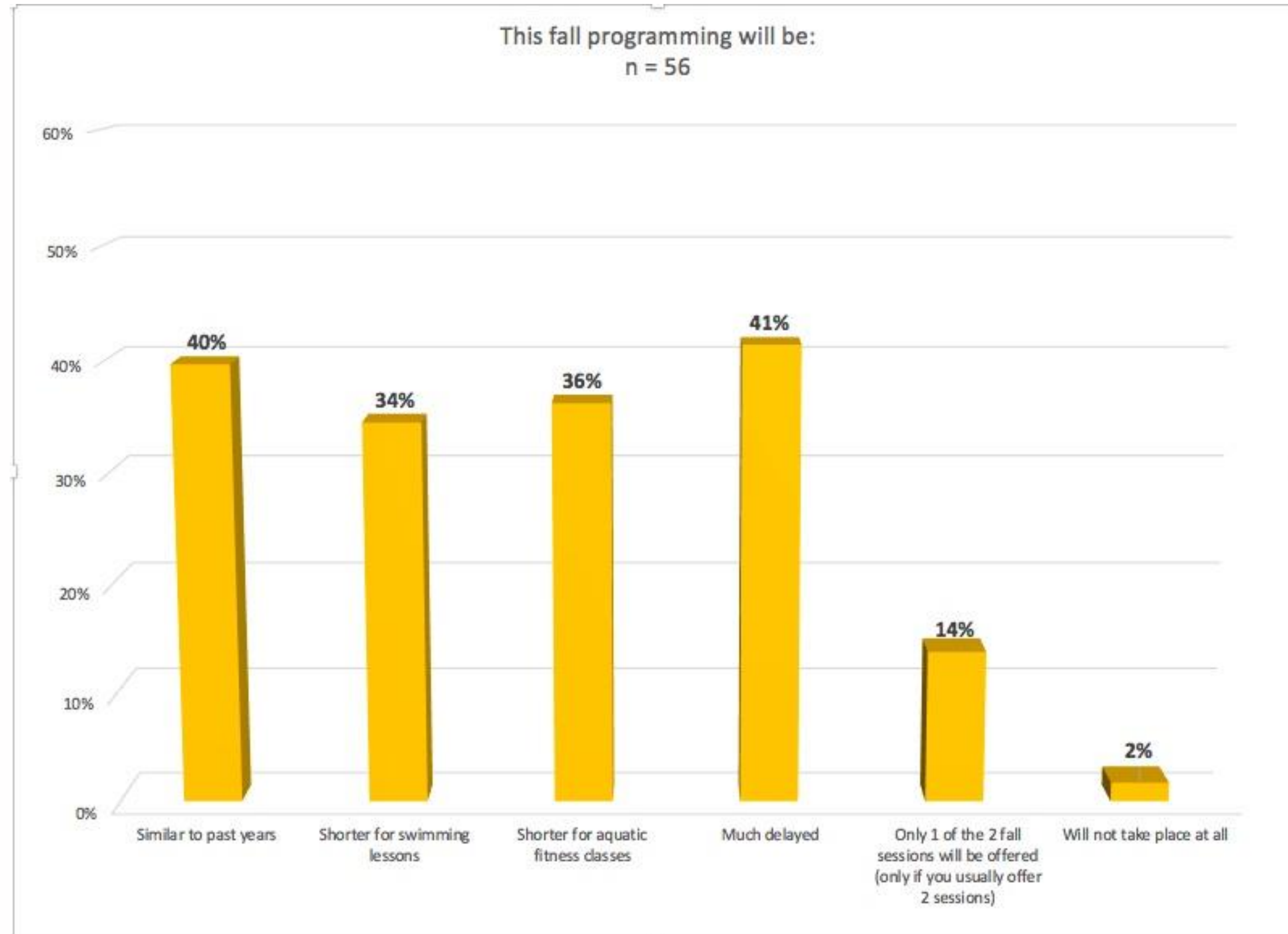
# FALL PROGRAMMING



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# FALL PROGRAMMING





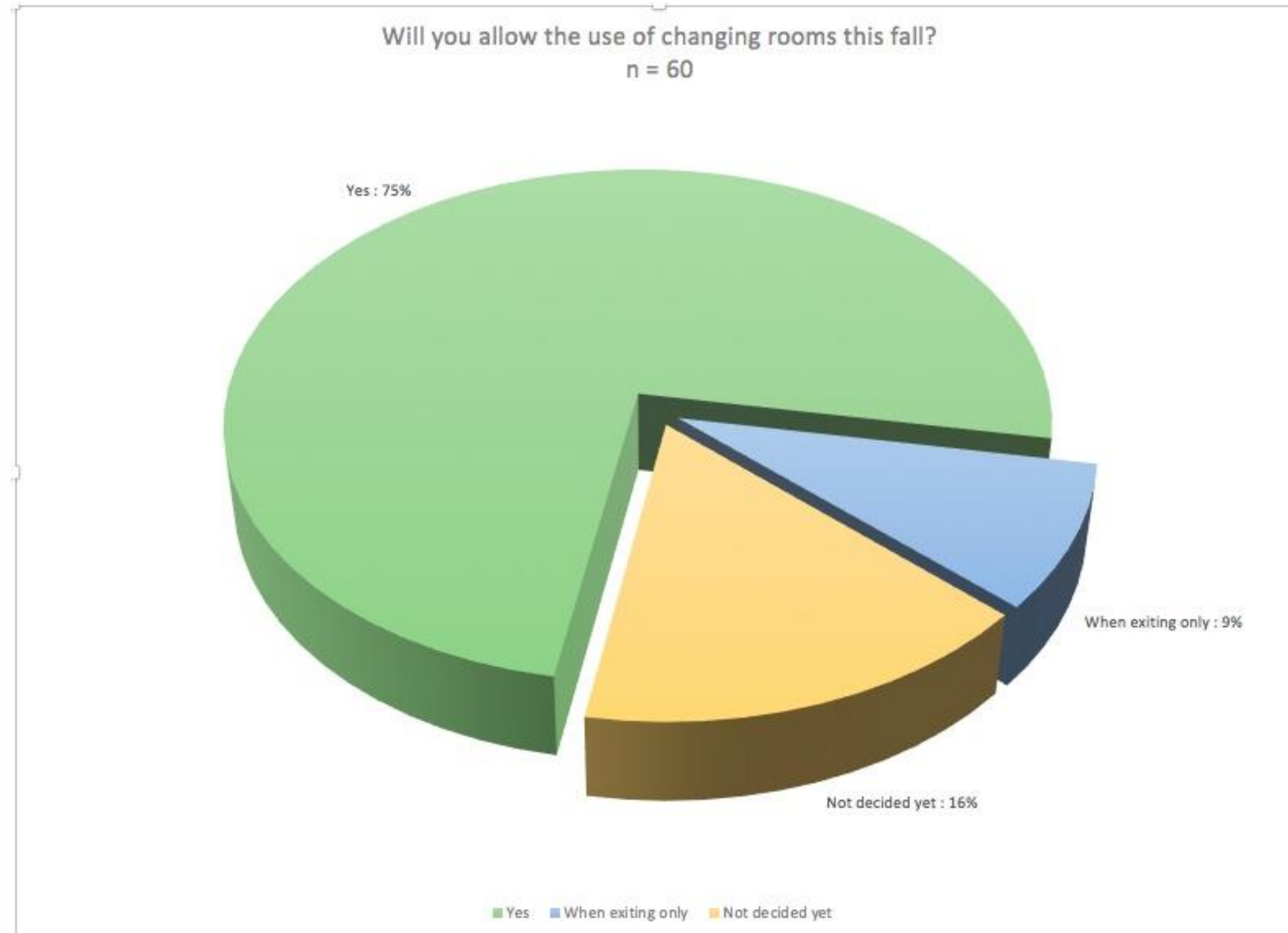
# FACILITY REOPENING PLANS



- This fall we will offer 1 session instead of 2
- Registration will start 1 week after the return to school
- Swimming lessons will start 3<sup>rd</sup> week of September

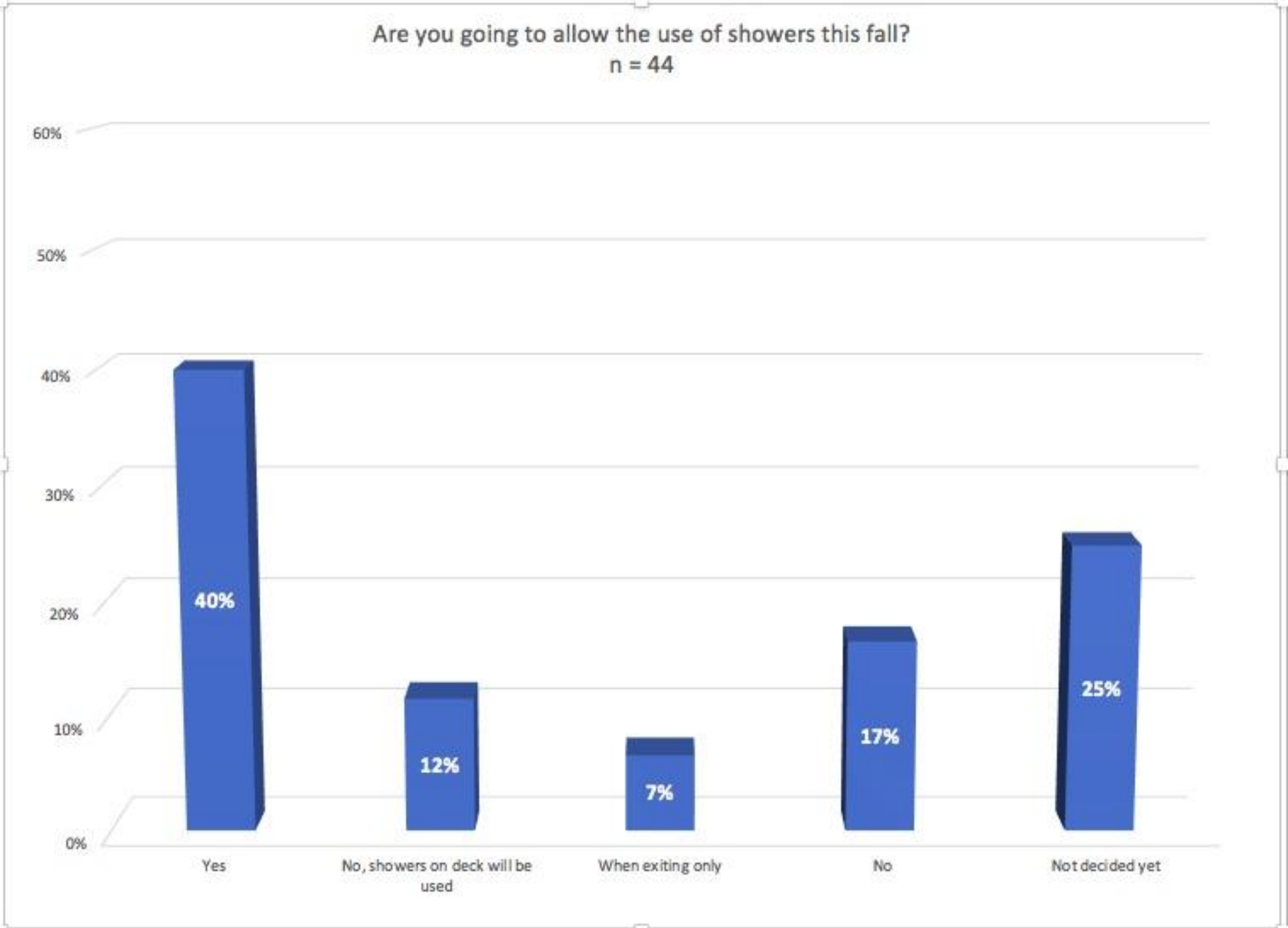


# CHANGE ROOMS





# CHANGE ROOMS



# CHANGE ROOMS



- PPE mandatory for patrons except while taking shower or when ready to enter the water (10 years old and older)
- PPE mandatory for lifeguards while doing intervention or when physical distancing of 2 meters can't be maintain



# CHANGE ROOMS



- Review change room capacity
- Making change rooms universal
- Adjusting circulation flow
- Stagger the start time of Swimming Lessons

# ADAPTATIONS – RECREATIONAL & LANE SWIMMING



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- Registration is mandatory
- Many refunds have been delivered since membership can't be use as much as before





# ADAPTATIONS – SWIMMING LESSONS



- Parents in the water
- 2 instructors outside of the water wearing PPE (procedure mask and glasses) able to do demonstration on each other
- Courses length in time will be the same in minutes
- Sessions will pass from 8 to 10 weeks in length

# COMPETITION



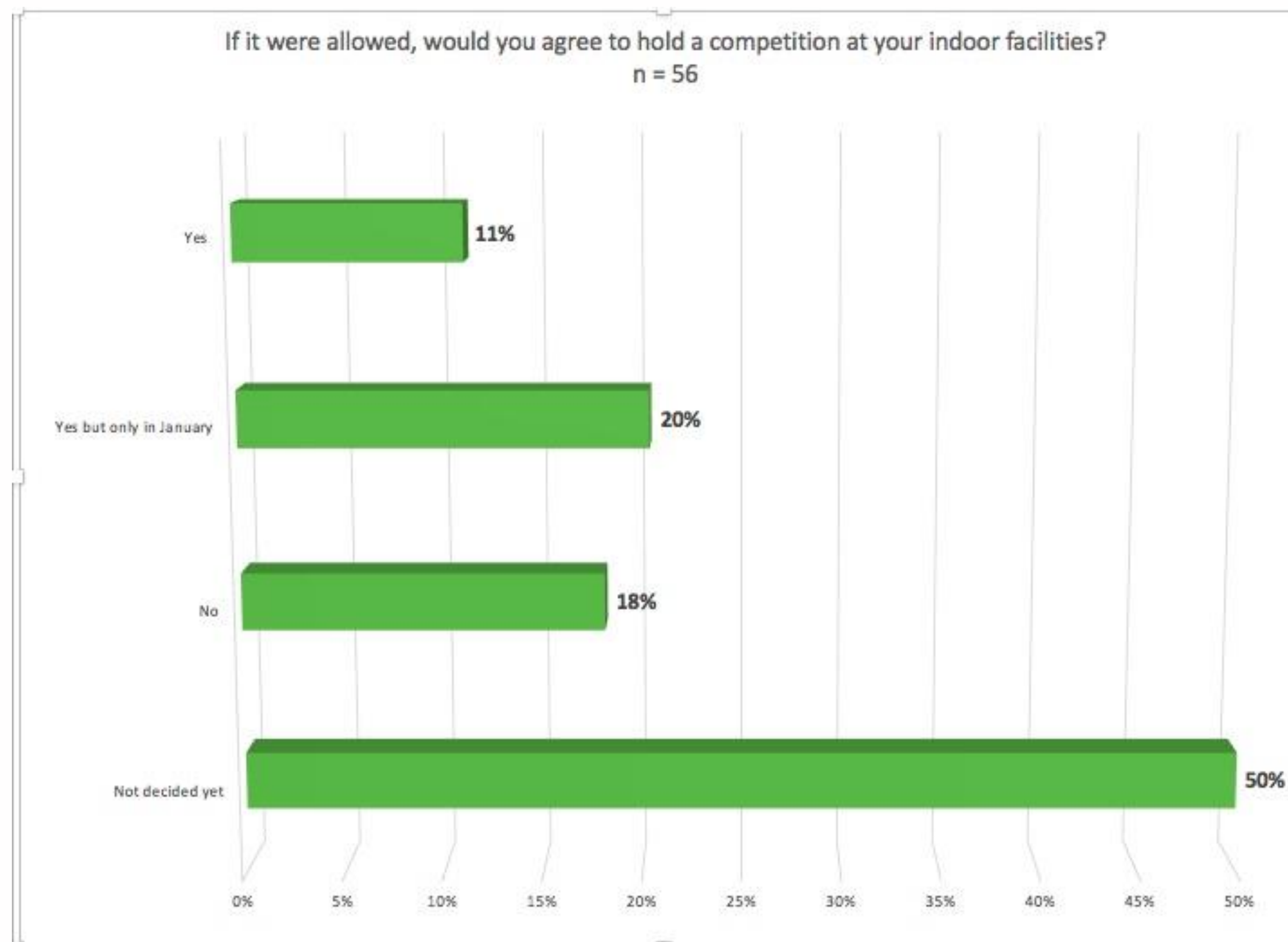
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- Quebec's situation: 250 spectators allowed indoor (1,5m distancing with mask or 2m distancing without mask while seating)





# COMPETITION



# LESSONS LEARNED



- Most outbreak that were aquatic related came from staff party's and initiations
- We need to put in place safety measure and promote them so patrons feels that it safe to resume aquatic activities.



# LESSONS LEARNED



- Staff training: Lifesaving webinars, videos, staff training sessions
- Quebec Association of Aquatic Managers have been organizing from 2-3 meetings per week with partners (LS, RC, sports federations, etc.) and weekly meeting with aquatic managers to circulate information. Everyone is on the same page and are sharing ideas/experiences



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# QUESTIONS AND DISCUSSION





# RESOURCES



Swimming Canada

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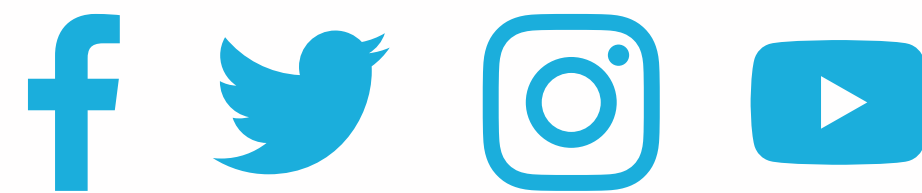




**THANK YOU!**

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