

Magna Centre

There was a lot of confusion regarding the flow of traffic for parents that are staying to watch, and parents that want to exit after tying skates.

- Magna Pfaff rink, traffic flow - can we pass through the timekeepers box if standing in the gold section when it is time to Exit the building? Or do we need to walk all the way around, which would mean we are walking through the purple section, to exit?

Yes! Please take the most direct route to the exit.

- The main issue on either Pfaff or Scotia Bank is: are participants able to pass through the TK Box to keep the flow moving in the same direction. Rink Staff told us we were not allowed to walk through the Timekeepers Box, yet the map shows the flow going through the Timekeepers box.

Yes! Please DO walk through the TK box. You've read the map correctly, that passing through the timekeepers box is a critical part of the route. If possible, I'd like to know when this direction (do not go through) was given so I can follow up with staff.

- Player Benches – Are we able to use both player benches or only one?

If it's a one team practice we prefer that you stick to one bench as it's faster to disinfect. If you have two teams, we prefer you to use both benches to keep both participants and guardians within their own group.

- Do parents stand in the gold area if their child got their skates on there, and then the same for the purple area?

Yes, exactly. Guardians can sit/stand where their participant got ready. Some of the spaces are on the bench itself, so if the coaches have a participant it's best for them to use these spaces as they'll be there anyway. If that's not the case, the guardians who have kids lace up on the bench will just need to slide down the viewing area. The key here is that we want to keep the bleacher (queue) area clear for the next group to come in– this gets more important once the weather turns.

Ray Twinney

The main issue here is the use of washrooms during our ice time.

- Once players are dressed do they take their bags out of the dressing rooms , and place in the Purple or Gold areas?
- Where do players go to take their skates off?

Answering these two together -

Yes, unlike Magna where participants use one chair, RTRC uses different dressing and exit spaces.

Specific to Pad #2, the lounge is the intended exit area for Area A. The gold that wraps around the bottom is suited for viewing as the Area B guardians may be blocking the view from the lounge.

For Pad #1, players would need to carry their bag across the ice and put it at their corresponding chair on the other side. This is obviously much easier if there is a guardian to carry items over. Also, many of the "exit" chairs on pad #1 are not in a location where you can see the ice, so we marked the areas around the ends for guardians to view from.

- Which Washrooms are they able to use once Change rooms have been vacated?

On Pad #1, there is a washroom just past the souvenir booth and there is another on the "exit" side as well.

On Pad #2, the washroom is available in the same dressing room the participant used to get ready.

In General:

- What is the significance of the purple and gold colouring? Is purple used for one session and gold for the next or do we split our groups up into the two colours during the same session?

Purple and Gold are intended to help keep teams (and guardians) separated as much as possible. So if you have a single team, please keep them within one area. If you have two teams, divide them between the two.

- Just confirming that once the doors are locked, they are locked. We had a child who had forgotten their stick in the car – parent went out to retrieve it and was not allowed back in.

The doors locked approach is designed to prevent general public from accessing the space. Similarly, once someone has screened (negative) and entered, we don't want them going outside risking exposure and the re-entering. The intention is not to separate kids from their stick – I am so sorry this happened!!

I would have expected some common sense to kick in here. Even as we move away from Town staff screening at the door, with a CYGHA rep on site looking after the general flow and admissions, if a parent needs to run back directly to the car and quickly come back in, so long as someone is there to let them back in and verify they didn't make an extra stop (or interact with others) that would be fine. As mentioned off the top, we just can't allow frivolous or unnecessary entry/exit.