



## Recreation, Culture & Community Services Gradual Reopening of Services

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The City of Belleville's Recreation, Culture and Community Services Department is planning a gradual reopening of facilities as part of the Province's announcement of [Stage 3 of its Framework for Reopening our Province](#) announced on July 13.

The continued health and well-being of residents, customers and staff remains our priority. Modified services will be provided along with ensuring public health precautions are in place. This is an initial communication outlining the staged plan for reopening. As additional details are worked out and restrictions are lifted, further updates will be provided. Protocols will be developed and shared with user groups.

Over the last two months, the Recreation, Culture and Community Services Department has opened certain services and facilities to the public as the Province eased restrictions, as introduced in Stage 1 and Stage 2 of the Province's Framework for Reopening our Province. Boat launches, harbours, splash pads and Glanmore National Historic Site were all opened as allowed under Stage 1 and 2.

As of July 17 at 12:01 a.m. services under Stage 3 were allowed to open. The Recreation, Culture and Community Services Department's plan for the staged reopening of our facilities and services is outlined below.

### Recreation, Culture and Community Services Administrative Offices

The administrative office located at 265 Cannifton Road (Quinte Sports and Wellness Centre) continues to be closed to the public. However, staff is working on site and responding to customer inquiries and providing services through email, phone, website and social media. It is anticipated that the administrative offices will reopen in the Fall, by appointment only.

Meetings will continue to be held remotely, when possible.

Plexiglass barriers have been installed at customer service desks, public health protocols are being implemented, and online registration services will continue to be used for recreation programs. Screening will take place with face coverings required upon entry into the facility. Directional signage, including physical distancing reminders will be in place.

## Arenas

The Quinte Sports and Wellness Centre will reopen one arena with a target date of September 14, 2020 to open to minor sports groups and organizations with “Return to Play” protocols in place and other user groups with COVID-19 protocols in place. Depending on demand, we will look at opening an additional ice pad at a later date, keeping with public health and Provincial guidelines. Staff is currently reaching out to all ice-related user groups to confirm demand and readiness to return to the ice.

Drop-in programs such as public skating, figure skating ticket ice and shinny hockey will not be permitted at this time.

Measures being put in place include, but are not limited to, the following:

- Screening before entering the facility
- Hand sanitization upon entry into the facility
- Face coverings or masks will be required up until a helmet is put on
- Physical distancing and cohort restrictions on the number of users on each ice pad and in dressing rooms
- Contact tracing protocols
- Patrons asked to stay home if they are sick
- Directional floor markers for patrons to follow to support physical distancing
- Enhanced cleaning of the facility following public health requirements
- Spectators will be limited for each ice time
- Users will be expected to come fully dressed

## Templeman Aquatic Centre

The indoor pool will reopen to the public with a target date of September 28 with timed entry for all bookings to ensure that reduced capacity with physical distancing can be maintained. Lane swims, public swims and limited private bookings by sports groups with “Return to Play” protocols in place will be offered initially. Tickets will be available for purchase online or by phone prior to arrival. Drop-ins will not be permitted at this time.

After Thanksgiving weekend, registered aqua fit classes will be made available. A modified swimming lesson format will be provided beginning the week of October 25. Pre-registration will be required for all programs (online or by phone). Additional details will be provided through the [QSWC website](#).

Measures being put in place include, but are not limited to, the following:

- Self-Screening before entering the facility
- Patrons required to use hand sanitizer before using the facility
- Face coverings or masks will be required (can be taken off when showering and out on the pool deck)
- Pre-registration (online or phone) is required and will be used for contact tracing purposes

- Lockers will not be available. All items must be brought onto the pool deck
- Directional floor markers for patrons to follow to support physical distancing
- Enhanced cleaning of the facility following public health requirements
- Physical barriers (plexiglass), signage, and personal protective equipment
- Restricting the maximum number of people in the pool facility at one time

## Recreation Programs

In person summer recreation programs, including summer camps have been cancelled. The department has created summer virtual recreation programs which are being offered through social media, Facebook Live, pre-recorded videos and live Zoom classes free of charge.

In August, outdoor fitness classes (free of charge) and personal training (for a charge), will be held at City parks in addition to continuing virtual programming. All participants must pre-register (online or by phone) and complete the required waiver form.

Starting the week of September 8, for a registration charge, outdoor fitness classes and personal training will be available at City parks. Virtual Zoom programs will also continue (for a charge). All participants must pre-register (online or by phone) and complete the required waiver form. Look for registration details on our website and social media.

Given the current restrictions and public health requirements, the Quinte Sports and Wellness Centre is not in a position to open up other program spaces, including: Workout Studio, Yoga and Aerobic Studio, Gymnasium, FDC Indoor Track, Youth Room and Belleville's 50+ Centre.

Measures being put in place include, but are not limited to, the following:

- Self-screening before entering the outdoor class
- Patrons required to use hand sanitizer before using the facility
- Patrons asked to stay home if they are sick
- Pre-registration (online or phone) is required and will be used for contact tracing purposes
- Contactless payment methods
- Physical distancing
- Face coverings/mask will be required if physical distancing can't be maintained while outside
- Restricting the maximum number of people in the facility/class at one time

## Customer service desk

The service desk will remain closed to the public at this time. Services can still be accessed by calling 613-966-4632 or emailing us at [rccsgeneral@belleville.ca](mailto:rccsgeneral@belleville.ca)

Once arenas and the pool open in September, the customer service desk will open with reduced hours and limited services. Payments for taxes, burn permits, dog tags, bags

tags, bus permits and seasonal boater passes will not be available in person until the building is open to the public (expected once further restrictions are lifted). [Online payment methods are available](#).

Measures being put in place include, but are not limited to, the following:

- Self-screening before entering the facility
- Patrons required to use hand sanitizer before using the facility
- Patrons asked to stay home if they are sick
- Face coverings or masks will be required
- Pre-registration (online or phone) is required and will be used for contact tracing purposes
- Contactless payment methods
- Physical barriers (plexiglass), signage, and personal protective equipment
- Mandatory face coverings for all people entering the facility
- Restricting the maximum number of people in the facility at one time

## Cooling Centre

The City of Belleville has opened a cooling centre at the Quinte Sports and Wellness Centre to provide residents with a place to seek relief from the heat. The cooling centre is activated when there is a forecast of two consecutive days of a temperature of 31°C or higher OR humidex values of 35°C.

The 50+ Centre is being used as the cooling centre and is open on activated days from 9:00 a.m. – 5:00 p.m. following strict guidelines and protocols related to COVID-19. When activated, information is sent out by media release and social media.

Measures put in place include, but are not limited to, the following:

- Screening and sign-in upon entering the facility for contact tracing purposes
- Patrons required to use hand sanitizer before using the facility
- Patrons are asked to stay home if they are sick
- Face coverings or masks are required and will be provided if needed
- Physical distancing in place
- Washrooms available and cleaned regularly
- Restricting maximum numbers to ensure 6 feet/2 metre physical distancing

## Tenant Services – Physiotherapy and Massage Services

Belleville Physiotherapy and Sports Injuries Clinic and The Therapeutic Massage Centre have reopened to their clients by appointment only.

Measures put in place include, but are not limited to, the following:

- Services by appointment only and will be used for contact tracing purposes

- Reduced public footprint at west entrance. All patrons must use elevator to access service
- Security confirms appointment
- Patrons required to use hand sanitizer before using the facility
- Patrons are asked to stay home if they are sick
- Face coverings or masks are required and will be provided if needed
- Physical distancing in place
- Screening is done upon entry into tenant offices

## **Kinsmen Outdoor Pool**

Due to limited staff resources coupled with public health/provincial restrictions, the Kinsmen Outdoor Pool will not open for the 2020 season.

## **Splash pads**

The City of Belleville opened its three splash pads to the public on June 29, 2020 (Kinsmen, West Riverside and Parkdale) with reduced hours – 10:00 a.m. – 7:00 p.m. until September 7, 2020 (weather permitting).

Measures put in place include, but are not limited to, the following:

- Self-Screening before entering the facility
- Patrons required to use hand sanitizer before using the porta potty facility
- Practice physical distancing
- Patrons are asked to stay home if they are sick
- Posted capacity of 60 (30 on concrete, 30 on grass)

## **Park, sport field, picnic and outdoor wedding rentals**

As part of Stage 2 reopening, restrictions were lifted to allow for certain park, sport field and picnic activities. Staff is entertaining bookings on a case by case basis to ensure that all public health and Provincial guidelines are being met. Due to limited staff resources, not all bookings will be able to proceed.

## **Special events on City property**

All events on city property were postponed or cancelled until the end of July 2020. Now that restrictions have been relaxed as part of Stage 3, as of August 1, 2020, the City is reviewing requests and making decisions on a case by case basis depending on capacity and event restrictions and as resources allow.

Contact the Recreation, Culture and Community Services Department at 613-966-4632 for additional information.

## Playgrounds

Playgrounds reopened starting July 17, 2020 as allowed under the Province's easing of the provincial emergency orders. All playgrounds have now been reopened.

The public is reminded that playground surfaces are not disinfected regularly and encourage people to:

- Wash or sanitize hands before and after use
- Patrons are asked to stay home if they are sick
- Self-Screening before using the equipment
- Practice physical distancing
- Avoid touching their faces

Contact the Parks and Open Spaces Office at 613-967-0036 for questions.

## Community centres and meeting rooms

Meeting rooms at the Quinte Sports and Wellness Centre will not be available for bookings due to capacity restrictions in the building. If the guidelines for capacity are revised or restrictions are lifted, staff will review the demand and develop a plan for gradual reopening of some of the meeting rooms.

Parkdale Community Centre will reopen for bookings in the Fall to groups with COVID-19 protocols in place and as resources allow.

Measures being put in place include, but are not limited to, the following:

- Self-screening before entering the facility
- Groups required to have a tracking system for members in their booking
- Patrons required to use hand sanitizer before using the facility
- Face coverings or masks will be required while indoors
- Patrons are asked to stay home if they are sick
- Contactless payment methods
- Physical barriers (plexiglass), signage, and personal protective equipment
- Restricting the maximum number of people in the facility at one time

## Harbours

Meyers Pier and Victoria Park Harbour opened to seasonal boaters on May 30, 2020 with modified services (no storefront retail sales, laundry facilities, bike rentals, dock carts and transient bookings until further notice).

Measures put in place, but not limited to include:

- Self-screening before entering the boater's area
- Hand sanitization upon entering the boater's area
- Practice physical distancing

- Encourage contactless payment methods
- Marina office closed to the public
- Reduced hours – open 9:00 a.m. – 5:00 p.m. (May/June and Sept/Oct closed Tue/Thurs, July/August open 7 days/week)
- Enhanced cleaning of high touch areas and regular washroom cleaning and disinfection
- Patrons are asked to stay home if they are sick
- Enhanced protocols for fueling and pump outs, including one boater at a time restrictions

## **Glanmore National Historic Site**

The historic house and community museum reopened to the public on July 14, 2020 with modified services and reduced hours. In accordance with the requirements of Stage 2 of Reopening Ontario, the museum has made the following changes:

- Visitors must answer health screening questions and provide their contact information
- Patrons are asked to stay home if they are sick
- Face coverings or masks are required
- Interactives such as the artifact hunt, selfie station and speaking tubes have been removed
- Physical distancing of at least two metres must be maintained
- Timed-entry and limits on the number of visitors allowed inside at any one time
- Increased cleaning and sanitizing of frequently touched areas
- A one-way touring route through the historic house

Glanmore staff greet, check in and provide visitors with an introduction to the site at an outdoor check-in station. Visitors are asked to sanitize their hands as they enter and are required to wear face masks while inside the museum.

Timed-entry tickets are available for purchase online through the museum's new website. Glanmore National Historic Site, 257 Bridge St. East, is open Tuesday to Friday, from 10 a.m. until 4:30 pm. For more information call 613-962-2329 or visit the [Glanmore website](#).

## **Community Archives**

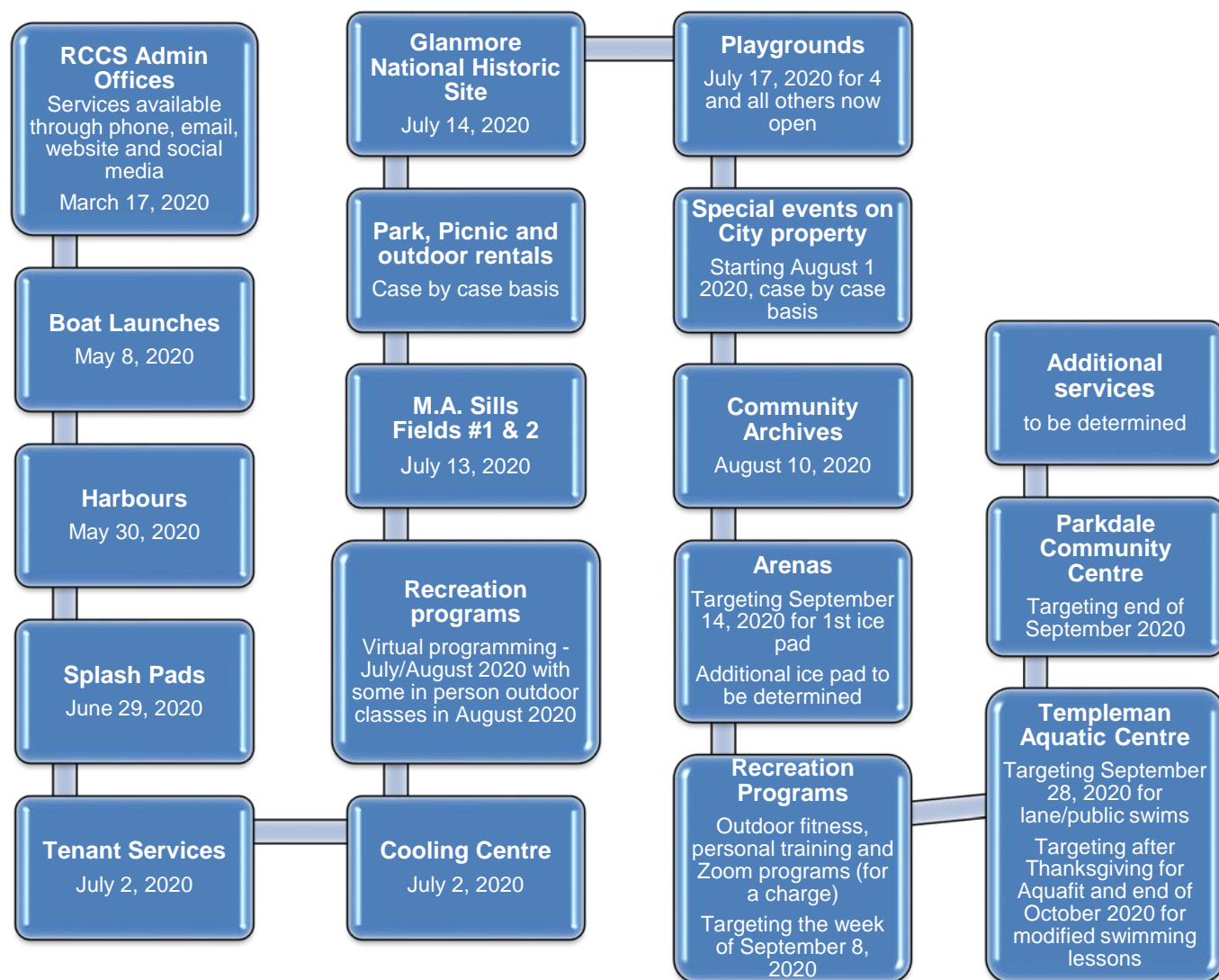
As of August 10, the Community Archives located within the Belleville Public Library at 254 Pinnacle Street is now open to visitors.

For information on the services available through the Community Archives, visit the [Community Archives website](#) or call 613-967-3304

Measures being put in place include, but are not limited to, the following:

- Visitors must answer health screening questions and provide their contact information
- Face coverings or masks are required upon entry into the facility
- Physical distancing of at least two metres must be maintained
- Increased cleaning and sanitizing of frequently touched areas
- Limiting capacity to ensure physical distancing requirements

## Staged Approach to Reopening



Note: The dates provided are targets and may change