

F.A.Q.

1. Where is CanSkate and PreCanSkate?
 - a. Due to the uncertainty surrounding return to school, the Board of Directors has made the decision to postpone learn to skate classes until there is a chance to assess the impact of return to school.
2. Why are there two schedules?
 - a. When return to school is organized, providing the pandemic remains under control, we will return to a more normalized schedule including CanSkate and PreCanSkate. This schedule (R.T.P. = Return to Play) is being posted so families can make plans accordingly. We do not have a timeline for this as it depends heavily on what happens with return to school.
3. The fees seem higher?
 - a. The fee structure has changed. The club is currently heavily subsidizing these program fees, largely through previous seasons fundraising efforts. While this is unsustainable long term, the Board of Directors has deemed this the best possible use of "rainy day" funds.
4. Where are Dance and Skills?
 - a. Dance and Skills will not be scheduled separately. Skaters will be allowed to train and receive lessons for Dance and Skills on their main sessions, as such this fee is included with your monthly program.
5. What about lessons?
 - a. Your coach will confirm a guaranteed minimum amount of lessons per week. Skaters will not receive lessons every skating session, but will be expected to train on sessions they do not receive lessons on.
 - b. Your coach will send out a lesson plan in advance so you know and can make arrangements for the days you have scheduled lessons.

- c. Coaches will be capped for skaters in Semi-Private lessons as follows:
Yellow, Blue, Green – 3 skaters per coach maximum. Red – 6 Skaters per coach maximum.
- 6. Will safety protocols continue?
 - a. Yes, we are currently working with MacDonald Island on our setup for seating prior to entering the ice. Daily verbal screening and contact tracing continues to be a requirement with our federation. Skaters, parents, and coaches will continue to require face coverings or masks for any time spent in the arena area.
- 7. Will there be spectators allowed in the fall and winter?
 - a. Yes. We are currently working with MacIsland to finalize details, but we are planning the following:
 - i. Maximum capacity of 35 spectators.
 - ii. Strictly enforced physical distancing for anyone spectating.
 - iii. All spectators will require an appropriate face covering.
 - iv. Only immediate family members are permitted to be in the spectator area.
- 8. Will siblings be allowed in the stands to spectate?
 - a. Yes, under parental supervision only. All siblings will be required to remain seated within marked physical distancing areas and wear a face mask. Infants under the age of 4 will not require face coverings. Siblings breaking physical distancing, as well as the supervising parent, will be asked to leave the arena immediately.
- 9. Will skaters be able to use the club dressing room?
 - a. No, the club dressing room will remain closed until Alberta Government's Stage 3, or relaxing of physical distancing guidelines.
- 10. Will the skaters be able to use public dressing rooms?
 - a. We are working with MacIsland on this, but currently our plan is to have a staging area similar to what we've done through summer. With the dressing room capacity rules and the requirement for cleaning between groups, we don't foresee a practical way we can make use of public dressing rooms. Our current plan would be a no.
- 11. Will there be an area for warming up?

- a. Yes, we are currently finalizing these details with MacDonald Island.
12. Will there be fundraising again, and do I need to try and sell more tickets during a pandemic?
- a. We are not doing a raffle fundraiser due to safety concerns. This is a loss to our operating income of close to \$85,000.00.
 - b. While we are not requiring a fundraiser like selling tickets, we will be investigating the possibility of online fundraising. This would not be mandatory but we would love to see participation. Any funds raised will extend our ability to subsidize program costs.
13. The color my skater is assigned doesn't work for us! Can we switch?
- a. This is not to be taken lightly, but yes with conditions.
 - i. Coaches are capped at 7 skaters per group, as such it depends if there is room with your coach for another skater in the color/group you'd require.
 - ii. The coaches may be asking if skaters are able to switch programs in extenuating circumstances.
 - iii. Our main priority is to accommodate all our skaters as best we possibly can.
14. What about competitions and assessment days?
- a. Our federation currently has not been approved by the provincial government for either assessment days or competitions. We have no current timeline on when these will resume.
 - b. There are currently no permitted test assessments of any kind, even during regular sessions.
15. What about the jump harness?
- a. While the use of the handheld jumping harness has been approved in other areas of Canada, this is still not permitted in Alberta. We are awaiting further information on this subject from our federation. As a general F.Y.I. the areas of Canada that are permitting the jump harness have requirements for coaches and skaters using them, including gloves and face coverings on the ice. When the jump harness is permitted once again we will likely have to incorporate similar protocols.

16. My skater can't make one of the sessions due to a schedule conflict! Can I get a partial refund or skate on a different session to make it up?
- a. Think of your fee as a gym membership. Your fee allows you access to all sessions in your assigned color/times, but your skater is not required to attend all skating sessions.
 - b. While your skater is not required to attend every session, Noralta cannot offer either refunds or partial fees. The club is already heavily subsidizing programs, and this would make our program plans unfeasible financially.
 - c. Your skater cannot join another group for make-up sessions. This is a "can of worms" problem in terms of safety protocols, lessons, and program integrity.
17. Can the skaters or coaches play music when we're back on our ice?
- a. In keeping with our philosophy of safety first, we will not be permitting skaters or coaches in the music area.
 - b. We will be doing a sign-up genius for music players for each session. This is not required volunteering, but we hope if you're watching your skater you don't mind helping us by playing music occasionally.
 - c. If you are a music player, siblings can accompany you provided they stay within the music playing area and do not play in the benches.
18. Are Hockey and Ringette having to do all this?
- a. As far as we know, both Hockey and Ringette do have increased safety protocols in their return to play books.
 - b. We are not basing our protocols on "what they're doing" basis. We are planning the safest possible protocols for our families, skaters, and coaches. We would rather do too much than not enough.