

The ROC's proof of vaccine policy and procedure for attaining this from visitors.

Policy from Nova Scotia Government:

Starting 4 October 2021 – As part of the Proof of Full Vaccination Policy, you need proof of full vaccination to participate in most events and activities that bring groups of people together (like restaurants, gyms, movies and performances). Proof of vaccination isn't required for children 11 and younger (they can attend events and activities with a fully vaccinated adult).

Where proof of vaccination is required- YELLOW highlighted areas denote where the ROC/PRCC falls for requiring POV.

Starting 4 October 2021, you need proof of full vaccination to go to or participate in:

- full-service restaurants where patrons sit at tables to be served, both indoors and on patios
- liquor licensed (drinking) establishments (like bars, wineries, distillery tasting rooms, craft taprooms and liquor manufacturers), casinos and gaming establishments, both indoors and on patios
- fitness establishments (like gyms and yoga studios) and sport and recreation facilities (like arenas, pools and large multipurpose recreation facilities)
- businesses and organizations offering indoor and outdoor recreation and leisure activities (like climbing facilities, dance classes, escape rooms, go-carts, indoor arcades, indoor play spaces, music lessons, pottery painting, shooting ranges and outdoor adventure)
- indoor and outdoor festivals, special events and arts and culture events (like theatre performances, concerts and movie theatres), unless they are outdoor events held in a public space with no specific entry point (like Nocturne)
- indoor and outdoor sports practices, games, competitions and tournaments (participants and spectators)
- indoor and outdoor extracurricular school-based activities, including sports
- bus, boat and walking tours
- museums, public libraries and Art Gallery of Nova Scotia
- indoor and outdoor events and activities like receptions, social events, conferences and training that are hosted by a business or organization
- indoor and outdoor wedding ceremonies and funerals (including receptions and visitation) that are hosted by a business or organization

NOTE: Our Before & After School Program is considered an essential service and proof of vaccination will not be required according to the NS Gov policy. We are still waiting on confirmation from HRM if their policies will align with this.

Management Suggestion: Procedure for attaining this from visitors -

- We anticipate that 1 Front Desk staff member alone will not have the capacity to both manage the tasks of the Front Desk (ie: registration, payments, bookings, phone calls, etc) while also managing public as they enter having to show proof of their vaccination/ID. We foresee situations where patrons entering the facility would either cause a bottleneck waiting to show proof or will simply enter without showing, putting us at risk.
- We propose that during the open hours where public will be entering for programs/services we have a secondary Front Desk staff available who will be dedicated to checking for POV at the entrance.
- NS Gov has noted that this POV policy is temporary however, there is no defined end date at present.

Impact of these policies on the budget:

- The financial impact of having a second staff member stationed to check POV totals **\$999.50 per week; \$3998 per month**. This is based off of 69 hours per week (currently a reduced schedule) and allows us to be open for programming, rentals, events & fitness centre.
- We would not have someone dedicated to checking POV during the Before & After School program timeframes Monday to Friday as parents/participants are permitted to enter during this time without POV as it is an essential service.

ROC Board agreed at meeting on September 22, 2021 that it was necessary during peak times to have a staff member dedicated to checking POV. ROC Management will ensure the hours are used sparingly and only during times when absolutely necessary to ensure smooth traffic flow & transitions. It was also discussed that the release of Fall programs was pending determination of how much extra staff coverage was going to be needed in order to meet the requirements of checking POV. It was discussed that pricing for these programs needed to include a bit of an extra charge in order to help offset the additional financial burden checking POV creates. We agreed that we couldn't price ourselves out of the market but adding a bit more to our fees was necessary.

The ROC's employee vaccine policy.

Policy from Nova Scotia Government:

Proof of vaccination isn't required under the Proof of Full Vaccination Policy for the staff of businesses and organizations that offer the events and activities.

Management Update:

- We would like to wait until we see what HRM imposes for their staff in recreation facilities before we set in stone the stance we will take for employees. We know that HRM will take into consideration all of the legal implications of instituting a vaccination policy so in an effort to not re-invent the wheel we feel it's best to wait. Andy has confirmed that once the details are ironed out for HRM operated facilities the details will be funneled down to partner facilities like ours so we can make the best decisions based on the information provided.

To date (as of October 4, 2021) HRM has not required that employees be vaccinated. We continue to monitor this situation and ROC Management will update ROC Board if changes occur. ROC Management still feels comfortable that the large majority of staff members are already vaccinated. We have been instructed by HRM that we cannot ask for POV from their employees or contracted employees if they enter the facility to complete necessary repairs, inspections, etc.

Procedures to support staff in handling cases where non vaccinated persons (12+) ask, or attempt to, enter the facility without proof of vaccination.

Management Suggestion: ROC plan -

- We would like to train our 'front line' staff (Management + Front Desk) in Non-Violent Crisis Intervention. Some of our team members have had this training previously, however, the certifications are now expired. The approximate cost will be **\$1430 - \$2145**. ROC Management is still seeking training opportunities and exploring options, however, ROC Board did agree to spend the amount listed if necessary. HRM has provided communication strategies for front line employees which we have shared with our staff. A copy of the document from HRM is attached below.
- We have a Workplace Violence Policy as part of our JOHS requirements; a copy is located on our JOHS board & has been recently resent to the front desk employees to review. Another copy is posted on the outside of the front desk facing customers so that employees can use it when dealing with the community.
- We hosted a meeting of the front desk employees on Sunday, September 19th, 2021 & we reviewed in person how we would deal with disgruntled people.
- Staff will be given a script to follow to address concerns & it will include the fact that this policy is mandated by the provincial government; as a not-for-profit that hosts recreation activities, we MUST adhere to this policy or face possible fines or a shutdown. We do not have the choice to participate, we MUST participate. Any concerns should be sent to the NS Government, NS Public Health &/or the local MLA for the area.
- Staff will be instructed to call 911 or the RCMP non-emergency line for people who will not adhere to the policy or who are causing a scene.

Communicating to the community.

All programs & services will be advertised with the vaccine policy requirement. Listed on website & a link back to the website with the policy when advertising on social media. Signage will also be available within the facility/main entrance.

Requirements to enter facility (as per NS Gov policy) to be posted online, in the facility, etc:

Please note that the province of Nova Scotia has announced that participants (12yrs+) of recreation programs/services/events hosted in recreational facilities will need to show proof of double vaccination beginning on October 4th, 2021. As an organization, we must adhere to this requirement.

****We will add information/procedures for participants 11yrs & younger who need to attend programs with an adult once NS Gov confirms the details. Information about how to show your proof of vaccination will also be added.**

Management Suggestion: Procedure if patrons try to enter facility without proof of vaccination -

As we must adhere to this requirement set forward by the province of Nova Scotia, verbal or physical abuse of staff will not be tolerated. This behaviour will result in the termination of your membership, program or rental, without refund &/or you may not be permitted to return to the facility.

The above wording was used to communicate to the community in advance of the policy coming into effect on October 4, 2021, as agreed at the ROC Board meeting on September 22, 2021. A full document reviewing the policy and procedure has also been included below. This has been posted on PRCC website and indoors at the

PRCC. This was created upon review of all resources provided by NS Gov and also HRM. It aligns with how HRM is responding to the POV requirement.

Recognizing the National Day for Truth & Reconciliation.

Management Suggestion:

This day is now recognized both federally and provincially meaning that all government offices and entities will be closed on September 30.

We feel that it is important as a local organization to recognize this day and to show our support. This would mean a full-closure of the facility on September 30.

ROC Board agreed to recognize this day by closing the PRCC and Board + Management agreed that in the future this day could include celebrations in recognition of this day. This year there was simply not enough time to respond.

At the end of the meeting the ROC Management brought forward concerns about custodial coverage and the need for additional custodial coverage once Fall programs + rentals + fitness centre returns in the month of October. It was agreed that in the short term the ROC Management had the Board's approval to add additional coverage where needed in order to keep the operations running smoothly with the understanding that we are being mindful of the number of hours per week. It was also decided that at our next meeting (October) we would complete a financial review (6 month mark) to better understand our financial position and needs moving forward.

The next meeting was scheduled for 6:30pm - in person at PRCC on Monday, October 18, 2021. It was agreed that the agenda for this meeting would include a financial review, update on how Fall program registration/execution is going and any other important updates that Management feel are necessary at this time. It was understood that this meeting may be a bit longer as the financial review and updates could take additional time.

Communication provided to community regarding POV at the PRCC:

The province of Nova Scotia has announced that 'effective October 4, 2021, people are required by law to show proof that they are fully vaccinated to participate in discretionary, non-essential events and activities where people gather together'. Participants (12yrs+) will be asked to provide proof of vaccination & identification upon arrival at the facility and adults accompanying children 11yrs or younger must also comply. We will not be collecting or keeping record of vaccination status; patrons must show proof of vaccination during each visit.

Proof of vaccination will not be required for parents dropping off/picking up from our child care programs, however, parents will remain restricted to the lobby area only during these times.

According to the proof of vaccination policy, children under 12 years will be afforded a grace period for vaccination as per the below timelines:

- children who turn 12 between January 1 and October 4, 2021 have until December 31, 2021 to get vaccinated.
- children who turn 12 after October 4, 2021 have 3 months from their birthday to get vaccinated.
- children/youth who are 13 to 18 and have proof that they received 1 dose of vaccine can start participating in sport, recreation, arts and culture programming and have until November 9 to show proof of full vaccination.

Parents accompanying their children to programming/events must provide proof of vaccination or must have a fully-vaccinated adult attend the program/event with their child.

Groups, organizations & community members looking to rent a space at the facility must also abide by the proof of vaccination policy. Rentals that occur on a weekly, ongoing & frequent basis may request the ability to collect and manage their own proof of vaccination. This will be approved by the Programs & Events Manager upon confirmation of rental & signing of rental contracts. Rentals that occur infrequently or on a one-time basis, will not have the ability to manage their own proof of vaccination and all guests must provide proof of vaccination upon arrival at the facility.

Approved forms of proof of vaccination along with the accepted forms of required ID will be as per the following document: [Guide for providing your proof of full vaccination for events and activities](#)

We must adhere to this requirement; verbal or physical abuse of staff will not be tolerated and may result in the termination of your membership, program or rental, without refund &/or you may not be permitted to return to the facility.

Document received from HRM re: Communication strategy for front line employees:

Proof of Vaccination – Communication Strategies for Frontline Employees

Tips for De-escalating Conflict

- Stay calm, your emotional state will have an impact on the nature of the exchange. Take a deep breath before answering.
- Remember the anger directed towards you is not personal, it is against the policy that you are required to enforce.
- Use neutral non-verbal communication such as a friendly tone of voice and uncrossed arms.
- Apologize for the inconvenience, even though you haven't done anything wrong. You can apologize for the situation and how it impacts them.
- Don't engage in an argument about public health directive for vaccine passports – this is not the time for a debate.
- If possible, ask the person's name and use it in a friendly tone of voice (establishing a personal connection can help calm the situation down).

Potential Responses

If asked something like: “why do I have to show you a proof of vaccination”:

Respond: “As of October 4, we are required by law to request proof of vaccination for recreational activities. I'm really sorry you are not able to attend today, and if you have any more questions about the proof of vaccination requirements, I know there is a lot of information on the NS government's webpage.”

If asked something like: “how do you have the right to demand I get vaccinated?”

Respond: “I am legally required by Provincial law to request a proof of vaccination for this activity as part of the new policy that came into effect on October 4. I understand how frustrating this must be for those who are not vaccinated.”

If asked something like: “what are you going to do if I don't show you a proof of vaccination?”

Respond: “It is now a legal requirement for all recreational activities to request a proof of vaccination. If you are not able to provide that at this time, we are unable to allow you to participate at this time. If you want to request a refund just let me know and I'd be happy to look after it.”

If the person starts yelling at you, **respond:** “I understand you are upset and I'm sorry this is impacting your ability to participate, but it is not something I have the discretion to not enforce.”

If the person continues yelling, becomes verbally abusive (using profanity) or threatening, distance yourself from the person and call _____ 911 _____ for back up.