

Coronavirus Precautionary Measures

A letter from the President and General Manager

As you know, we have taken extraordinary precautions to preserve the Club as a safe and welcoming home away from home for Members and their children and as a safe working environment for our dedicated staff. We are pleased to report that, as far as we know, there have been no COVID-19 cases among our Members and their families or the employees and their families. We thank Members and staff alike for their understanding and cooperation during this challenging time. Here are a few updates on the protective measures that are in place and a preview of some operating changes to be phased in during the weeks ahead:

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- Earlier this week, we introduced a [Member Health Self-Declaration](#) form to replace the sign-in sheet that was previously in use. This form must be completed every time a Member enters the Club and includes declarations on health and whether the Member or a family member who lives with them has been abroad during the past 14 days. It also lists the facility/facilities the Member intends to use. Many Members had asked for a more stringent declaration process and this new system will also enable the Club – or health authorities – to carry out tracing and other response measures in response to a potential outbreak involving Members or Staff. A copy of the declaration form is posted on our [website](#).
- Consistent with the above, Club staff will also complete an **Employee Health Self-Declaration**.
- A **thermal imaging scanner** has been ordered and is expected to arrive late March – early April. This will replace the manual temperature checks using hand held devices, although the latter will still be used for supplemental screenings. Again, this is in response to concerns expressed by Members over the accuracy of the manual checks. Should the thermal imaging result be questionable, hand held devices will be used to double check a person's temperature through their ear – the most accurate



measure – while ensuring that the device is safely wrapped for hygiene reasons. We ask for everyone's understanding and cooperation with this procedure.

- To help preserve social distancing, group **Fitness Classes have been capped at 10 participants** which has resulted in fully subscribed classes. Enhanced sanitation measures are in place and please remember to book early to avoid disappointment.
- Elsewhere in this issue you will see details of the Club's **Home Delivery Service** which will enable you to order food from any ACC outlet and have it delivered to your home and charged to your Club account. The system has been developed – and the delivery service selected – to preserve the confidentiality of our Membership List by not requiring any registration, etc. as common delivery services do. The service will begin on Wednesday, April 1. Please see below for details.
- **Takeaway** also remains a popular option for those who are already at the Club or who plan to stop by on the way home. You may also call your favorite outlet and place your order and pick-it up in the outlet itself or in the lobby.
- **Gyoson, Rendezvous, Sigis and the Terrace** are all open for service, for now at their usual hours. Looking ahead, our restrictions on guests will continue to have an adverse effect on Member patronage. The Board will be reviewing the guest restrictions and may extend them beyond April 13.
- Meanwhile, the Club is exploring **temporary reductions in hours of operation for our dining outlets**. These are being developed to protect the employment of our fulltime staff and to facilitate the taking of vacations now while the outlets are quiet, while preserving the quality of service during the remaining hours of operation. We feel that it is responsible to adjust operating hours until Member patronage returns to normal. We expect to make an announcement on temporary reductions of service in next week's e-newsletter and these will likely take effect sometime during the week of April 6 or April 13. Such reductions will be fine-tuned as circumstances demand and normal hours can be restored at any time.

We ask you for your ongoing patience, understanding and support.

On behalf of the Board of Governors,
Mike Brennand,
President

On behalf of the Management and staff,
David Brightling
General Manager