



COVID-2019 March 23, 2020 8:00pm RSC Update

Dear RSC Clients and Community,

It has been an incredibly emotional and stressful week for everyone.

We appreciate your patience as we work through the approach that RSC will be taking for all of our areas of business for the affected weeks of closure.

As a small business owner, it's essential to find the right balance between realistic and fair. Please note that due to this unforeseen and unprecedented global pandemic, RSC will be unable to provide refunds.

Here is what we have created as our policy by each area of RSC:

- **Gym & Yoga Studio Monthly Passes:** All monthly passes were paused effective March 16, until further notice. No recurring monthly payments will be taken out until we re-open.
- **Tennis Programs and Fitness Programs:** Winter 2 season will be bumped out by the number of weeks of closure (i.e. if we are closed 3 weeks, then the end date will be 3 weeks later).
- **Tennis and Multi-Sport Court Bookings:** All court bookings during the closure period will have respective credits applied to their accounts for future court bookings to be used before December 31, 2020.
- **March Break Camps:** All registration fees will have respective credits applied to their accounts for any future business at RSC (i.e. Summer Camps/PD Days/Strike Day Camps or any of the Adult Programs/Yoga/Sport Courts) to be used before December 31, 2020.

We are ever so hopeful that we will all be back together soon, and with a renewed sense of the importance of community and fitness in our daily lives.

Speaking of which, we have opened our online **Summer 2020 Program Registration**, for programs that will start July 6th. We feel confident that all of us will be allowed to gather by that time.

Below are the links to the registrations for the following **RSC Summer 2020 Programs**:

[Tennis Programs for Adults: Click here!](#)

[Fitness Programs for Adults: Click here!](#)

[Summer Camps for Children: Click here!](#)

Also, consider becoming an **RSC Summer 2020 Tennis Passholder**, which gives the following perks mid-May to October at our 4-acre Downtown Playground along the river:

- Unlimited Outdoor Clay Tennis Court booking
- Free access to the Gym
- Free access to Outdoor Pool
- 50% off indoor tennis court bookings
- 25% off Tennis Programs
- 25% off Yoga
- 10% off The Bridge Public House (onsite restaurant)

[Click here to learn more about RSC's Summer 2020 Tennis Pass!](#)

In past years we have run a **Spring Program Session (May to June)**, which we are still hopeful to do ... but only once we know the finishing date of our Winter 2 session based on the bump-out described above.

In the meantime, please keep in touch with us on Social Media, as we are posting "HOME PLAY" during this period of Social Distancing, including work-outs, recipes, live music, and more!

[FACBOOK – Click here!](#)

[INSTAGRAM – Click here!](#)

Wishing you all the best during this difficult time. Hoping you are healthy, and have the support of loved ones near.

Warmly,

Nicki Bridgland
CEO & Founder
Rideau Sports Centre
1 Donald Street
Ottawa, Ontario K1K 4E6



COVID-2019 March 15, 2020 6:45pm RSC Update

Dear RSC Clients and Community,

It is with tremendous sadness that we are temporarily closing the Rideau Sports Centre and The Bridge Public House **effective Monday, March 16th**, from a place of social responsibility to help stop the spread of COVID-19 in the community. Our entire management team has been tirelessly working on this situation for the past week. We have been researching every possible approach, and now it's become evident to keep our clients, staff and the community at large safe **we must close until further notice.**

Given that RSC is a community hub where people get together in play, we don't want to encourage gathering when the collective advice is to "social distance".

As you can imagine for any small business owner, this is a terribly hard choice – as I deeply care about the financial sustainability of our business, the well-being of our staff and the wellness of our clients.

We will reopen as soon as we can, and you'll be the first to know.

Currently we are working through the details of how this affects all of our clients. Please be patient as we sort this out. We will be sending update emails as soon as information becomes available.

We look forward to welcoming you again once circumstances improve.

With your well-being at heart,

Nicki Bridgland
CEO & Founder
Rideau Sports Centre & The Bridge Public House



COVID-2019 March 13, 2020 7:00pm RSC Update

The Rideau Sports Centre (RSC) management team has been working around the clock assessing the COVID-19 virus and monitoring the recommendations from the public health agencies. There are several perspectives to take into consideration when deciding whether RSC & The Bridge Public House will remain open or closed during this time.

At this point we will continue to operate business as usual, with regular operating hours and scheduled programming. We have implemented additional precautions to increase the health and safety of our participants. This includes additional hand-wash/sanitization stations throughout the facility and increased disinfection of surfaces from our maintenance staff.

As you can imagine, this is a quickly evolving situation, and we are trying to keep up with emails and phone calls with questions and concerns. Please refer to our website at www.rideausportscentre.com to find the "COVID-19" yellow button to stay up to date on the most recent status of RSC & The Bridge.

At this point in time we ask a few things of you, so that we cooperate to create a safe environment for staff and clients:

- If you (or someone in your household) have/has travelled outside of Canada in the past 14 days, please do not come to RSC & The Bridge.
- If you (or someone in your household) have/has experienced flu-like or cold symptoms, please refrain from attending activities at RSC & The Bridge.

We will update this post as frequently as possible.

Warmly,

Management at RSC & The Bridge Public House



COVID-2019 March 12, 2020 11:30pm RSC Update

This is a challenging time around the world and here at home in Ottawa.

Currently the Public Health Agency of Canada (PHAC) has assessed the public health risk associated with COVID-19 as **low** for the general population in Canada but this could change rapidly. There is an increased risk of more severe outcomes for Canadians aged 65 and over, with compromised immune systems and with underlying medical conditions. RSC & The Bridge Public House continues to follow the guidance provided by Ottawa Public Health.

At this time RSC & The Bridge Public House will be operating regular business hours and programs, with the addition of extra safety precautions and sanitation. Should circumstances change, we will issue additional communication via email, website and social media.

As a reminder, the Ottawa Public Health Agency continues to stress that the best way to prevent infection is:

- Wash your hands often with soap and water or use hand sanitizer.
- Avoid touching your eyes, nose, and mouth unless you have just washed your hands with soap.
- Cover your cough and sneeze with a tissue or into your arm, not your hand.
- If possible, stay home if you are sick.
- If you have travelled have even mild symptoms, stay home and call the public health authority in the province or territory you are in to inform them. They will provide advice on what you should do.
- Avoid visiting people in hospitals or long-term care centres if you are sick.
- It is still recommended to get your flu shot if you haven't already as the flu virus is still circulating in the community.

For information on how to protect yourself, symptoms, and current travel advice, please refer to the following sites:

- [Ottawa Public Health](#)
- [Ontario Ministry of Health](#)
- [Public Health Ontario](#)
- [Public Health Agency of Canada](#)
- [Centers for Disease Control and Prevention \(CDC\)](#).
- [World Health Organization](#)

RSC and The Bridge Public House cares about our clients and staff.

Thank you for your cooperation. We can all work together to help keep our community safe and healthy.

Warmly,

Management at RSC & The Bridge Public House