



**Frequently Asked Questions (FAQ)**  
**COVID-19 Pandemic**  
*as of March 24, 2020 1:45 pm*

**GENERAL**

**What steps is the NMSC taking to ensure safety of its members?**

The health and safety of NMSC members, parents, staff, team officials and volunteers is of utmost importance. NMSC will continue to monitor the COVID-19 pandemic situation and wait for additional direction. The Club has suspended all programs until further notice (as per Ontario Soccer) and has closed the Clubhouse to the public.

**When will programs resume?**

At this time, all NMSC sanctioned programs have been suspended 'indefinitely' as the landscape is evolving every day. The NMSC, Ontario Soccer, and Canada Soccer, have been monitoring the most recent development with the COVID-19 pandemic and the emerging public health crisis. Discussions will continue with governing body, considering input from relevant government agencies and medical experts, to determine when it is safe to resume all activities sanctioned by Ontario Soccer.

**Is the NMSC Clubhouse office open?**

Out of an abundance of caution, the NMSC Clubhouse will remain closed to the public. Staff will continue operating during regular business hours by telephone and email (preferred). Visitors will not be allowed to enter the Clubhouse until further notice.

**What happens if I experience symptoms for COVID-19?**

Any person who feels unwell or have symptoms of a respiratory illness of any kind should remain at home in isolation. If the individual has a fever, cough and difficulty breathing, you should call your/their local health authority and seek medical attention.

NMSC members should stay informed on the latest developments about COVID19, and follow the advice of their healthcare provider, national and local public health authorities on how to protect themselves and others from COVID-19.

**What are some safety tips?**

- Stay home if you are not feeling well
- Wash your hands with soap and water often and thoroughly (minimum 20 seconds)
- Use alcohol-based hand sanitizer
- Cough and sneeze into the crook of your arm
- Disinfect surfaces at work and at home (door handles, light switches, doors, etc.)
- Dispose of tissues immediately and wash your hands after use



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**When will the new team uniforms be shipped?**

On March 19, families that have an order pending with Inaria would have received a memo directly from the Inaria management team. Inaria has stated that as of March 19, uniforms should be delivered per schedule in April. Once the precise ship date is confirmed, families will receive notification to their email address with the tracking number and delivery standard. The Club will communicate any changes (if any) expected outside of the April commitment.

**RECREATIONAL / PDP PROGRAM**

**Will there be any makeup dates?**

As of today, no games/sessions have been missed. The Club is monitoring the situation closely and will make final determinations once the overall impact on the program is assessed. The Club will communicate with you as new information becomes available or determinations are made.

**What is the status of Summer Recreational Program?**

The NMSC summer program is scheduled to proceed and pre-season preparations are continuing in the normal course by staff and coaches. Families wishing to participate in the summer recreational program, that have not yet registered, may continue to register to reserve their place. Note that some age divisions fill up fast and registrations are continuing to be received every day.

**OPDL**

**What is happening to my March installment payment?**

The March instalment payment will be processed per the agreed schedule. It is important to note that the payment schedule is not based on monthly services rendered by the Club. The instalment is built around annual expenses, most of which are incurred early in the year, and is broken down for the benefit of the individual member choosing to pay by instalments.

**What is happening with future installment payments and will the season be canceled?**

Effective March 24, 2020, the Club is suspending all scheduled instalment payments for all programs until May 2, 2020. The payments will be deferred (pushed back) by one month and subject to further review if the suspension of all soccer continues past May 1, 2020. For clarity, instalment payments scheduled for April 15 will be moved ahead to May 15, 2020. Payments originally scheduled for May 15, 2020, will be moved ahead to June 15, 2020, and so forth.



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**Can we still have team events (meetings, parties, etc.)?**

No. Per Ontario Soccer's official statement released on March 13, 2020, *"All soccer activities include, but not limited, competitions, training, coach and match official education, team building activities have been suspended."*

**DEVELOPMENT & COMPETITIVE**

**Is the 2020 Outdoor Registration and Deposit still due on March 16, 2020?**

Registration is still open and you may continue to register for the program with full confidence that the funds will be entirely credited and/or refunded to you in the event of total season cancellation.

We understand many families are suffering from work shortages and other financial strains, if you are not in the position to register for the program today, but intend to participate, that is OK. The club will be distributing a 'Commitment Survey' this week to capture the full scope of registrants expected for the Outdoor season.

Early bird pricing will continue to be honoured and any family that may have incurred a higher fee at the time of registration will receive credit returned to their account and available for use on their next instalment payment.

Final instalment payments presently scheduled for May 1, 2020 have been deferred and moved back to June 1, 2020.

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**Will compensation be provided in the form of refund or credit?**

Given the timing of March Break, the impact of the suspension of soccer activities has not yet been realized. The Club will make an assessment of the total impact once more information is available, and that determination will be communicated directly to each family.