



## Frequently Asked Questions (FAQ) COVID-19 Pandemic *as of May 14, 2020*

### **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 upmost 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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**COMMENCEMENT OF OUTDOOR SEASON**

Ontario Soccer operates two seasons per year (Indoor and Outdoor). **May 31, 2020 is the official last day of the Indoor season** and marks the end of your registration with North Mississauga Soccer Club.

On April 9, the Club introduced a Payment Deferral process that permits families to register via Power Up Sports and defer their first payment to June 15, 2020. On the guidance of Ontario Soccer, the Club is preparing a staggered return to play model to begin in early July, pending approval from the Province of Ontario.

It is important that any player wishing to continue playing soccer at any level (Recreational, Competitive, High Performance) register with the Club if they haven't already done so.

The Club has committed to make further extensions to the June 15, 2020 payment deferral in the event the season is postponed further. If the season is canceled entirely, you will receive a refund.

**INSURANCE**

This note is particularly important for Competitive players. Team Officials have been notified of the June 1, 2020 cutover to the Outdoor season and players not registered on Power Up Sports by June 1, 2020 will not be permitted to participate in all team activities, including online zoom sessions, if applicable. **There will be zero tolerance for players participating in sanctioned Club programs without proper registration and insurance coverage.**

**ONTARIO GOVERNMENT ANNOUNCEMENT ABOUT RE-OPENING**

The Ontario Provincial Government announced May 14, that additional workplaces that are scheduled to re-open. As part of the announcement, the government stated that recreational, outdoor fields would open, beginning on May 19, 2020.

The Provincial Government further clarified this statement with the following, addressing what would specifically be opening in this regard: **"recreational activities for individual or single competitors, including training and sport competitions conducted by a recognized national or provincial sport organization.** This includes indoor and outdoor **non-team sport competitions** that can be played while maintaining physical distancing and without spectators, such as tennis, track and field and horse racing."

At the present time, Ontario Soccer has not been provided through the Ministry of Heritage, Sport, Tourism and Culture Industries, direction on Return to Play safety protocol or guidelines. Ontario Soccer will continue to update membership with all relevant and current information surrounding Return to Play when known.



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**DEVELOPMENT & COMPETITIVE – SHOULD I REGISTER FOR THE SUMMER?**

**Yes, you should!** We recognize that some families have not yet registered for the outdoor program because the original deadline was in the middle of a newly declared state of emergency and pandemic. We also recognize that many families did register and make a deposit or payment in full towards a summer program.

At the direction of Ontario Soccer, families that have not yet registered for the outdoor season are invited to do so. It is anticipated the season will resume in early July, with final adjustments to be confirmed by the league.

NMSC's registration is open and accepting registrations. Families that may be experiencing economic challenges at this time are still able to register to reserve their place in the program, for the Development or Competitive program of their choice, without having to make a payment upfront.

Payments will be deferred on the following schedule and will be automated through Power Up Sports:

**Option 1** – Payment in full at time of registration. If you can, that would be great!

**Option 2** – No payment on registration, 50% payment on June 15, 2020 and balance to be paid on July 15, 2020.

**RECREATIONAL FAMILIES – SHOULD I REGISTER FOR THE SUMMER?**

**Yes, you should!** Nearly 50% of our expected registrations had been received on March 13<sup>th</sup> – thank you to all the families that registered for the summer program. Families that have not yet registered for the Outdoor Recreational Program but would like to register may do so to confirm their place today. Families that may be experiencing economic challenges can defer their payment for the program to June 1, 2020.

The Recreational Season is changing – the original kick off date (May 19, 2020) has been moved to July 4, 2020. Once the new season start date is confirmed any credits owing to families that have already registered will be adjusted automatically. For families that have paid in full, you will receive a credit on your Power Up Sports family portal if any credit is owing.



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**WHAT PAYMENT METHOD DOES THE CLUB ACCEPT?**

Online Payments via Power Up Sports include Visa, Mastercard and Visa Debit. Families that would prefer paying by cash can do so via INTERAC e-transfer to [clubpayment@nmsc.net](mailto:clubpayment@nmsc.net)

**PAYMENT BY INTERAC E-transfer:** Please include the **Order Number** from your Power Up Sports invoice in the description.

**AM I RECEIVING A CREDIT OR A REFUND?**

1) **INDOOR CREDITS:**

- a) The **Recreational Winter Program**, **PDP**, **Grassroots Development (Indoor)** and **Competitive Program (Indoor)** have all been impacted by the shortened season ending on March 13, 2020. Credits
- b) Credits for the PDP have been applied and are currently available for viewing in your Power Up Sports Account. Recreational Winter Program credits have been approved and will be in your accounts by Friday, May 22<sup>nd</sup>, 2020.
- c) Credits for the Grassroots Development and Competitive indoor programs will be issued in the coming weeks once final credits (owing to the Club) are finalized. We want to ensure we are as thorough as possible and are relying on a few remaining suppliers to confirm final amounts owed back to the Club.

2) **OUTDOOR PROGRAM CREDITS:** **Outdoor Recreational** and **Outdoor Grassroots Development** and **Outdoor Competitive** are being reviewed on an ongoing basis and will be adjusted depending on the total impact to the program.

3) **OPDL IMPACT:** Pre-season training and competition is suspended until June 30, 2020. The Club will be issuing credits once the full impact on the year is known and determined by Ontario Soccer. Should the season itself be shortened, families will also receive credits for that adjustment. As the OPDL is an annual commitment, the impact on the program is changing weekly and so the Club will determine the value of the credits as soon as it receives direction from Ontario Soccer.



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**4) INSTALMENT PAYMENTS AND ARRANGEMENTS**

- a) All instalment payments scheduled up to June 14, 2020 have been pushed back to further dates in the summer. To review the instalment arrangement for your family, we recommend you review your account in Power Up Sports.
- b) The Club recognizes that not all arrangements work for every family – if you wish to request a modified payment arrangement, do not hesitate to contact [admin@nmsc.net](mailto:admin@nmsc.net) and outline your proposal. The Club will accommodate what we can to ensure your child can return to play with the rest of their teammates!

**HOW ARE CREDITS CALCULATED**

- 5) Credits are being calculated on a monthly basis, by specific program. The credits are calculated by determining expense savings and dividing the total number of registrants in the program. Examples of expense savings include Facility Expenses, Staffing Expenses, Referee Expenses, etc.

**CAN I CONVERT MY CREDIT TO A REFUND?**

- 6) Families that have a credit on their account may wish to request that credit be refunded to their team account or in the form of a refund to them.
- 7) The process to request that conversion will be done using an Online Form submission and those requests will be processed in the coming months.

**INARIA UNIFORMS**

- 8) We can't wait for you to receive your new Inaria kit! Families with an order pending with Inaria have received an updated email communication at the end of April. The communication was sent directly from Inaria. Delivery is expected within the timeline provided to you in that document.