

March 13, 2020

Dear valued patron

The health and well-being of our patrons, partners and employees is always the top priority of the Park Board and as such, we are monitoring the COVID-19 situation closely. We pride ourselves on providing exceptional recreation and community programming, as well as stewarding and maintaining world-class park destinations in our city. In the midst of the COVID-19 pandemic, it is important that we provide as much information about the precautionary steps we are taking to mitigate risk to our community.

Our staff are in daily contact with the City of Vancouver and provincial agencies who are leading the response to COVID-19 to ensure we are acting upon the most up-to-date information and to ensure our actions are proactive and appropriate.

At this time Vancouver Coastal Health (VCH) indicates the public risk remains low, however, yesterday afternoon the Provincial Health Officer directed new protocols that have an impact on some of our events and services. We have been advised to cancel or postpone all public gatherings of more than 250 people.

Our team has done a complete review of all Park Board events that are scheduled to take place between now and June 30, 2020 and has cancelled the Stanley Park Easter Train, as well as the Easter Eggspedition at VanDusen Botanical Gardens. We will be issuing full refunds to any patrons who have already purchased tickets.

The new provincial protocols have also had a slight impact on our services. We have closed our saunas and steam rooms at recreation facilities until further notice. Given that the risk remains low, we are currently proceeding with our regularly scheduled programming. We are working with our Community Centre Associations to ensure that any patrons who are not comfortable continuing with their scheduled programming will be able to receive a refund.

We are following VCH's recommendations and reminding everyone to follow regular cold and flu season precautions when visiting our community centers and other public facilities.

The City of Vancouver's Emergency Management Agency (VEMA) has activated its emergency operations centre to bring some of the City's critical departments together to respond to the issue and ensure we are taking adequate and appropriate measures.

To date, we have taken the following proactive steps at our Park Board community centres, fitness facilities, pools, rinks, and other public venues such as VanDusen Botanical Garden and the Bloedel Conservatory. We will continue to make immediate adjustments as necessary.

- Implemented an enhanced cleaning schedule and protocols for the common and high traffic areas of our public facilities;
- Developed informational print and electronic signage in our facilities that encourages community members to wash their hands, cough into their sleeves and to stay home if they are feeling sick;
- Closed our saunas and steam rooms;
- Limited users of Killarney and Hillcrest pools to 250 persons at a time;
- Created a dedicated page on our website with up-to-date information about any impacts to our services and facilities.

We will continue to welcome the community into our facilities and will continue to take precautionary measures to ensure the health and safety of the general public, our patrons, as well as our staff.

We are monitoring the situation closely and are making appropriate preparations should we need to take further action. We will be in touch with you should our approach change significantly and will provide timely updates on our website: [www.vancouver.ca/COVID19](http://www.vancouver.ca/COVID19). For up-to-date information about recreation facilities and services, please visit: [www.vancouver.ca/recreation](http://www.vancouver.ca/recreation).

Regards,



Malcolm Bromley  
General Manager - Vancouver Board of Parks and Recreation

