

Provincial Vaccination Requirements FAQ City of Ottawa Arena Contract Holders

The following questions and answers were created to assist City of Ottawa arena contract holders in navigating questions related to COVID-19 vaccination, screening, and contact tracing requirements. Information is subject to change. While we try to respond to every inquiry in a timely matter, but due to the volume of inquiries, we are making this information available to answer common questions. Your patience is appreciated.

Provincial Vaccination Requirements

Who is responsible for ensuring the Provincial Vaccination requirements are met at City of Ottawa arenas?

- *The contract holder*, or a designate is responsible. Contract holders can assign someone else (e.g., a safety officer) to complete this task.
 - ✓ Verify proof of vaccination or proof of exemption
 - ✓ Verify ID matches the above
 - ✓ Sign in at the City facility to indicate entry requirements have been met
- *Spectators and participants* are responsible and expected to have proof of vaccination, if eligible, or proof of medical exemption, and ID available when in the facility.
- *City staff* are responsible for ensuring contract holders or designate sign in to indicate entry requirements are met and to follow up with groups if this is not complete.

What are the exemptions to the vaccine requirement in arenas?

- The Provincial regulations allow for a few exemptions. A detailed list can be found here: [Proof of Vaccination Guidance under the Reopening Ontario Act \(gov.on.ca\)](#) Page 5. Exemptions include, but are not limited to:
 - ✓ Youth under 18 years of age actively participating in an organized sport (*not exempt if spectating*)
 - ✓ Volunteers, including coaches and officials actively participating in youth organized sport (*not exempt if spectating*)
 - ✓ Brief entry to pick up or drop of a participant, use the washroom, seek information, make a payment, access skate sharpening or other retail business, access canteen for take-out

What exactly do I need to do as the contract holder or designated safety officer at each ice rental?

- Contract holders or designated safety officer will need to have a process in place to verify vaccination proof and ID for participants and spectators associated with the ice rental.

- This can be done prior to arrival at the rink. Once at the rink the contract holder must sign in at the arena stating they have completed the vaccination and ID checking for the group.

Do contract holders need to keep vaccination records?

- No. The vaccination requirement only asks contract holders to verify proof of vaccine and ID. The regulations from the province specifically state that "A business or an organization shall not retain any information provided pursuant to this section" e.g., organizations are not permitted to store vaccination records.
- Contract holders can develop their own process for verifying vaccine and ID, such as a spreadsheet or checklist indicating that all participants and spectators have met entry requirements.

How many safety officers or designates can I have?

- As many as needed.

Do I have to ask for vaccination proof every single time?

- No. Contract holders can verify vaccine (or exemption) proof and ID at one time and keep records only of clients having met entry requirements. Once this is in place, they would not have to verify during every booking unless there were additions to participants, and/or new spectators.
- For example, a safety officer for a sports team can record the team and parents as having met entry requirements after vetting documents once. If later in the season, Grandma wishes to attend a game, the safety officer can review proof of vaccination and ID for Grandma. The safety officer can then add her to the list of those associated with the team who have met entry requirements.

What if I have City-issued ice contracts at one of the Sensplex facilities? Is the process the same?

- Processes at Sensplex may differ from City facilities. Please check up to date information here: <https://www.sensplex.ca/facility-rentals/ice-rentals/>

Why is the City not requiring all individuals who are eligible to be vaccinated to do so prior to entering your facilities?

- The City is following regulations as set out by the Province, the Ontario Ministry of Health and Ottawa Public Health. Contract holders can choose to add their own additional policies or requirements but may want to obtain legal advice first.

Is the contract holder expected to manage everyone who comes in and out of the rink?

- No. Contract holders are only responsible for ensuring entry requirements are met for the participants and spectators associated with their ice rental.

Is the process different in a large complex with multiple ice pads vs a small stand-alone rink?

- Contract holders are still only responsible for ensuring entry requirements are met for the participants and spectators associated with their ice rental. There may be additional City staff on-site to support contract holders at some of our larger facilities.

Is the process different for games or tournaments?

- Entry requirements are the same for all ice rental contracts. Contract holders can add additional measures for special events, games or tournaments.

Participants & Spectators

Can a client enter an arena to drop a child off if they are not vaccinated or have a medical exemption?

- Clients can enter facilities for a brief period of time to drop off or pick up a child. They are asked to minimize their time indoors, e.g., arrive fully dressed, with skate guards on, or tie skates on chair in lobby.

Do we need to verify if a person is 17 years of age or under?

- No, if an individual indicates that they are 17 years of age or under, proof is not required.

What if a patron only has a photocopy of their personal identification?

- A photocopy of identification or picture scanned on their phone will be accepted.

What if the patron's personal identification has expired?

- Expired identification is accepted until February 28, 2022.

Are there any exceptions based on religious/creed basis? Does an individual's Charter of Rights and Freedoms supersede our entrance policy with regards to creed/religion?

- No. The Provincial regulations only allow for medical exemptions.

Proof of Vaccination Documentation

How do I Access my Vaccine Receipt?

Individuals can download or print their vaccine receipt at the Provincial Booking Portal at <https://covid19.ontariohealth.ca> or by calling 1-833-943-3900

Examples of Personal ID Documents

- Birth certificate, Driver's license, Government issued ID (including Health card), Citizenship card, Passport, Permanent resident card, Indian status card, Indigenous membership card, Utility/Phone Bill
 - Identification must be issued by an institution or public body and show the name of the identification holder and their date of birth. Photo identification is not required and the identification does not need to be government-issued.
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Contact Tracing & COVID-19 Screening

Are contract holders still required to do contact tracing and screening?

- Yes. Screening may be done in person or remotely, including by telephone, web tool, email, or app.
- Similarly, contact tracing can be completed by a variety of methods. It is sufficient to collect information from one family member/party. E.g., if you collect contact tracing info (name and phone number) for a player, you do not also need to put the names of parent or sibling. Both screening and contact tracing need to be completed prior to entry to the arena, every time. This is separate from proof of vaccination requirement.

What is a safety plan and why do I need one?

- A safety plan remains a requirement for all contract holders under Step 3 of Ontario's re-opening plan.
- Guidance on safety plans, screening, contact tracing, competition etc. can be found on Ottawa Public Health Sports page: [Sports, Recreation and Being Active During COVID-19 - Ottawa Public Health](#)
- Basically, a safety plan should describe measures in place to reduce the spread of COVID-19. It should include the following:

- ✓ Measures for screening, contact tracing, physical distancing, masks,
- ✓ Measures for cleaning, disinfecting and personal protective equipment (PPE)
- ✓ Be in writing and made available to any person for review on request

Refunds & Cancellations

Will the City provide a refund for cancelled ice rentals as a result of these new changes?

- If you have changes to your ice rentals as a result of provincially imposed measures, please reach out to your allocations contact. Our policy has been to work with contract holders as much as possible to reduce/remove penalties when there is a major shift in protocols due to COVID-19.

Resources

Regulations: [O. Reg. 645/21 \(ontario.ca\)](https://www.ontario.ca/laws/regulation/210645)

Info for Organizations: [Proof of Vaccination Guidance for Businesses and Organizations Ontario](#)

Info for Public: [Using your Vaccination Receipt: Frequently Asked Questions | Ontario Newsroom](#)

Appendix A: Requirements for Patrons in Indoor Sport and Recreational Fitness Facilities

| Setting | Activity | Proof of Vaccination |
|---|--|----------------------|
| Indoor premises of a facility used for sports and recreational fitness activities | Youth under 18 years of age actively participating in an organized sport, including training, practices, games and competitions. Examples include: <ul style="list-style-type: none"> • sports leagues • organized pick-up sports • dance classes • martial arts • swimming classes | Not required |
| | Youth under 18 years of age using a gym or other area with exercise equipment or weights | Required* |
| | Youth spectating, including at sporting events | Required* |
| | Adult (18+) patrons accessing the facility for any purpose, including parents or guardians of youth participating in an organized sport | Required* |

*unless patron qualifies for an exemption

Note: Proof of vaccination (or proof of being entitled to an exemption) is not required for workers or volunteers, including coaches and officials.