

Share this Email:



City of Richmond

April

Community Services e-News



IMPORTANT UPDATES - COVID-19

The City of Richmond has taken significant operational measures in response to the current COVID-19 outbreak. The health and safety of our community, customers and staff is our highest priority.

City community centres, ice arenas, pools, arts, culture and heritage facilities, libraries, playgrounds, tennis courts and basketball courts are closed, until further notice. Parks, trails and public park washrooms remain open.

These closures are aligned with the recommendation from Vancouver Coastal Health's Medical Health Officer to close public facilities in order to lower the risk of exposure and reduce the spread of COVID-19 in our community.

The following is specific information about program cancellations and refunds, child care, facility passes and memberships, events, facility rentals and parks. If you would like further information, please contact the Registration Call Centre at 604-276-4300, Monday to Friday from 8:30am to 5:00pm or email reghelp@richmond.ca.

SPRING REGISTRATION ON-HOLD

Program registration for all Spring Programs has been suspended until a re-opening date for the City community centres, ice arenas, pools, arts, culture and heritage facilities is known. You can still browse spring programs for May and June online at www.richmond.ca/register

PROGRAM CANCELLATIONS AND REFUNDS

All drop-in and registered programs scheduled up to and including April 30 are cancelled and a credit will be applied to customer accounts.

The guidelines for understanding if an entire program is cancelled are:

- Programs where more than 50 per cent of the total classes are complete by April 30 are cancelled and a credit will be placed on customer accounts.
- Programs where less than 50 per cent of the total classes are complete by April 30 will remain in place, and classes adjusted once a re-opening timeline is known. More information on these sessions will be communicated the week of April 20.

Example #1: Soccer Program - April 1 to May 20, 2020

- Five of the eight sessions are cancelled, which is more than 50 per cent of the total sessions.
- Result: the program is being completely cancelled and a credit will be placed on customer accounts.

Example #2: Soccer Program - April 1 to June 3, 2020

- Five of the 10 sessions are cancelled, which is 50 per cent of the total sessions.
- Result: only the April sessions are cancelled and the total amount of the program will be pro-rated because of the cancelled sessions. The credit generated from the April session cancellations will be placed on customer accounts.

Please note that there are some exceptions to the above guidelines (example: Dance programs at the Richmond Arts Centre). Please contact the Registration Call Centre for more information.

Staff are working hard to process all program credits as quickly as possible. If you would prefer a refund rather

than an account credit or would like further information about the status of your registered programs, please contact the Registration Call Centre.

Also, watch for online recreation, fitness and arts programs to be announced in the coming weeks.

LICENSED CHILD CARE

Licensed child care, such as licensed preschool or out of school care, has been suspended for April and payments will be refunded. In addition, payment for May child care will not be processed on April 1. Instead, the status of May child care will be reviewed the week of April 20. If facilities are re-opened and licensed child care is offered in May, you will be notified and your payment will be processed the week of April 20.

FACILITY PASS AND MEMBERSHIP EXTENSIONS

All facility passes will be extended to cover the amount of time that facilities are closed. When the facilities re-open, the additional time will be added to your membership. This includes monthly and annual passes for fitness centres, Richmond aquatic facilities and other facility-specific passes.

MINORU SENIORS SOCIETY MEMBERSHIPS

The Minoru Seniors Society invites its members to donate the unused portion of their Minoru Seniors membership to the Minoru Seniors Society to ensure the Society can continue to provide important programs and services to seniors in the community. Minoru Seniors Society may extend individual memberships upon request.

CITY AND COMMUNITY EVENTS

In response to the Provincial Health Officer's order, events organized by the City of Richmond or community partners that are anticipated to draw 50 or more people, and are planned to take place prior to and including May 30 are cancelled. This includes events at City facilities, heritage sites, parks and neighbourhoods and sport fields.

RENTALS OF FACILITIES AND SPORTS FIELDS

Rentals of City facilities and sports fields for activities taking place up to and including April 30 are cancelled or postponed until further notice. Staff is contacting all affected rental customers. In the meantime, rental requests after April 30 will continue to be received and staff will be in contact with customers once facilities and sports fields are opened.

PLAYGROUND, PARKS AND TRAILS

Playgrounds, basketball courts, tennis courts, volleyball courts, lacrosse boxes, sports fields, bike parks, skate parks, pitch and putt and some dog parks are closed. Please see www.richmond.ca/safety/covid-19/covid-affected-services.htm for up-to-date information on park amenity closures.

Please keep the following in mind when enjoying open park spaces, trails and the Minoru track:

- Adhere to physical distancing protocols by keeping a distance of two metres or six feet away from others.
- Plan to visit parks, trails, beaches and the Minoru track during less busy times to help with physical distancing.
- Leave plenty of room when passing others.
- Avoid gathering in groups.
- Avoid high-contact recreational activities such as volleyball, basketball, football, rugby or Frisbee.
- Wash or sanitize hands frequently.
- Stay home if you or anyone in your household is feeling ill.

For up-to-date information about the City of Richmond's response to COVID-19, visit www.richmond.ca/covid19. There you will find COVID-19 news releases, a comprehensive [Affected City Services & Facilities list](#) and video messages from the Mayor and recent Council decisions.

Updates are also being posted regularly to the City's social media channels on [Facebook](#), [Twitter](#) and [Instagram](#).

For health information related to COVID-19, visit [Vancouver Coastal Health](#), [BC Centre for Disease Control](#) and [Government of Canada](#).

City of Richmond

E-Newsletter Project Manager | enews@richmond.ca
6911 No. 3 Road, Richmond, British Columbia, V6Y 2C1

[View Online](#) | [Update My Preferences](#) | [Privacy Policy](#) | [Unsubscribe from this mailing list](#)

To ensure you never miss an email from us, please add enews@richmond.ca to your contacts.