



## JOB POSTING

### Facilities Access Representative Casual Part-time Opportunity

**About You:** You are highly motivated to keep the public and your co-workers safe by ensuring pandemic protocols are followed. You can do so with a personable approach that allows you to also provide great customer service! You enjoy helping out other staff while not required to manage entry. You take pride in being the face of the Township and exceeding expectations.

**About Us:** This role is an essential part of our team. We are open for programs and rentals and happy to welcome our patrons back! We value respect and working together. We also like to have fun while accomplishing great things for our Residents!

Loyalist Township is committed to reaching our full collective potential as an employer of choice. We offer excellent pay and access to benefits, including a free membership at the Recreation Centre and free counselling services for staff and their families. Service to our community and each other is what we do.

Loyalist Township invites applications for the following casual part-time position:

File No: 2021-39 Facilities Access Representative  
Hours: Variable, up to 24 hours per week  
Hourly Rate: \$17.69 - \$19.02 (based on related education and experience)  
**HIRING NOW: APPLY TODAY!**

A detailed job description is below, as well as our current COVID-19 Facility Protocols.

Please submit your cover letter and resume using the online form by selecting the apply now button:

[APPLY NOW!](#)



## **JOB DESCRIPTION**

**POSITION TITLE: FACILITY ACCESS REPRESENTATIVE**

**DEPARTMENT: COMMUNITY & CUSTOMER SERVICES**

**REPORTS TO: ASSISTANT SUPERVISOR PARKS AND FACILITIES**

**CATEGORY: CASUAL PART-TIME**

**UPDATED: SEPTEMBER 2021**

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### **POSITION SUMMARY:**

The Facility Access Representative is responsible for providing excellent customer service while ensuring that patrons of Township facilities meet all pandemic requirements for entry. This position is the main point of contact for patrons entering the facilities during limited times when the facility admits people to attend programs and or rentals. This job also ensures all facility pandemic protocols are adhered to and assists with other basic facilities cleaning and maintenance as required.

### **MINIMUM QUALIFICATIONS AND SKILLS:**

- Ontario Secondary School Diploma or Ontario High School Equivalency Certificate
- Prior security and/or customer service training and/or experience with a demonstrated ability to provide service excellence while gaining cooperation and compliance with expectations
- Prior training in security service practices with previous experience or security licence an asset
- Strong ability to resolve issues in a professional manner, using effective de-escalation techniques
- Excellent interpersonal skills with a proven ability to communicate effectively with a wide variety of individuals in a courteous and competent manner
- Team oriented with the ability to work both independently and as a member of a high functioning team
- Basic computer skills with the ability to use programs for training and basic administration duties
- Able to work with limited supervision
- Self-motivated to take initiative and assist other employees when not managing patron entry
- Must be available to work a variety of shifts, primarily on evenings and weekends
- Able to maintain confidentiality of information
- An acceptable criminal reference check (CPIC) completed within the last six months
- Current Standard First Aid and CPR C certification

### **DUTIES AND RESPONSIBILITIES:**

- Ensures a positive and welcoming experience for the public attending the facilities, and maintains excellent customer service at all times

- Collects patron contact details and validates facility access information ensuring pandemic entry requirements are met before patrons enter Township facilities
- Ensures patron compliance with facility operation pandemic protocols and the completion of all required documentation
- Responds to entrance enquiries from patrons in a professional and courteous manner and refers other inquiries to appropriate staff
- Sanitizes facility access touch points as per operating protocols
- Strives to stay current with facility rental and recreation program schedule
- While not assigned to managing patron entry, assists with program and facility set up, basic cleaning and maintenance as required
- Responsible as an employee for health and safety, including working safely within requirements of legislation and policies, reporting hazards, and maintaining a safe and clean environment
- Follows all policies and protocols of the Township, and takes note of updated information as necessary in a constantly changing environment

### **WORKING RELATIONSHIPS:**

#### **Internal:**

Daily communication with Recreation, Facilities and Municipal staff

#### **External:**

Daily interaction with Township residents and patrons

### **WORKING CONDITIONS:**

- Occasional moderate physical exertion
- Work may include locations with exposure to sensory elements including, pool chlorine, trash, fitness-related smells
- Ability to work shifts primarily during evenings, and weekends

*The job description reflects the primary duties and responsibilities of this position and should not be construed to describe in detail all duties and responsibilities of the job.*



# COVID-19 Facility Protocols

## W.J Henderson Recreation Centre - Arena rentals

**Please be advised that when booking or using Loyalist Township facilities, it is the responsibility of the Permit Holder to ensure that all facility users in connection to the Agreement adhere to the following protocols:**

### COVID-19 Safety plan

Permit Holders are required to provide a [‘COVID-19 Safety Plan’](#) document that themselves and all individuals attending the facility will be required to adhere to and must be in line with the procedures outlined in this document. Loyalist Township staff will review the document and approval will be required to proceed with the booking.

### Contact tracing and screening

The Permit Holder is required to maintain a record of all who attend each booking (name & phone number) for the purpose of contact tracing (this includes all participants, coaches, team staff/volunteers, referees, and spectators). This information may be requested by the local public health unit if deemed necessary. Records must be kept for thirty (30) days by the Permit Holder.

Participants/spectators are not permitted to enter the facility until a representative of the booking organization/group over the age of eighteen (18) is present at the arena entrance to confirm screening and contact information. The representative should be checking that all individuals entering the facility are physical distancing, wearing a face covering/mask, and abiding by all other facility procedures upon entry.

The Permit Holder is responsible to ensure that everyone entering the facility has been screened for COVID-19. Any person who identifies as having any symptoms or fails the self screening tool should not enter the facility. For an up-to-date list of self-screening questions, please visit <https://covid-19.ontario.ca/self-assessment/>.

If anyone that visits the facility suspects that they have contracted COVID-19 or have come into close contact with someone that has contracted COVID-19, you shall notify the Township within twenty-four (24) hours. For more information on COVID-19 and COVID-19 Assessment Centres, visit <https://www.kflaph.ca/en/healthy-living/novel-coronavirus.aspx> or contact KFL&A Public Health at 1-800-267-7875.

### COVID-19 vaccination requirements

Effective September 22, 2021, patrons seeking access to Loyalist Township recreation, leisure, and meeting facilities must show proof of identification and proof of being fully vaccinated against COVID-19 before they can enter the area, with limited exceptions:

Vaccination Proof Required	Vaccination Proof Not Required <b>EXEMPTIONS</b>
18+ unless exempted	Medical exemption (with documented proof from physician or by a registered nurse)

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# COVID-19 Facility Protocols

18+ participating in Township programs	Children under the age of 12
Parents or guardians of youth participating in organized sports	Youth under 18 who are actively participating in an organized sport (sports leagues, organized pick up sports, dance classes, swimming classes),
Youth spectators (12-17), including at sporting events	Coaches and officials
Youth (12-17) not actively engaged in an organized sport (non-organized sport programs such as recreational swims/skating, fitness classes and special interest courses)	Making payment or registering/booking for a Township service/program

Any individual who is required to provide proof of vaccination should be prepared to show proof of identification and proof of being fully vaccinated against COVID-19 before they can enter the facility.

Any individual who is medically exempt should be prepared to show proof of medical exemption before they can enter the facility.

Any individual who is exempt based on age should be prepared to show proof of birth date if requested.

## Facility entrance

All permitted facility users will need to enter the facility using the arena entrance located at the West side of the facility. Doors will be opened fifteen (15) minutes prior to the booking to allow the Permit Holder to enter the facility. Once the Permit Holder has arrived, it will be the responsibility of the Permit Holder or a designate (18 years or older) to allow the permitted individuals to enter the facility. Doors will be locked following each booking's intake.

Children under twelve (12) years of age are not permitted to enter the facility without a fully vaccinated adult or a coach.

Once an individual exits the facility, re-entry is not permitted.

## Physical distancing and face coverings/masks

Any individual who enters the facility MUST maintain a physical distance of at least two (2) metres from any other individual who is using the facility, except while engaged in sport or seated as a spectator.

For greater clarification, face coverings/masks can be removed while participants are engaged in physical activity on the ice and while taking a break on the bench. Any coach or team staff that is not engaged in sport on the ice surface, must wear a face covering/mask. Spectators may remove their masks while seated in the stands. Any participants who are on the players bench for an extended period and not engaged in sport must wear a mask.

## Changing rooms/areas

Changing rooms are open with a capacity of eleven (11) per room. Signage will dictate the actual capacity. Each booking will be assigned two (2) changing rooms and are NOT to exceed the posted capacities. Participants are strongly encouraged to come to the arena with as much gear on as safely

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# COVID-19 Facility Protocols

possible, to ensure that all participants are ready to participate in time for the start of the booking. Once a participant is done in the changing room, they should proceed to the bottom of the stands to free up space in the changing room. Do not wait in the hallway, lobby, or mezzanine.

A representative/coach is required to be present in each changing room prior to participants arriving. It is the responsibility of the representatives/coaches to ensure that participants are physical distancing, wearing a face covering/mask, and abiding by all other facility procedures while in the changing room.

Participants may arrive up to fifteen (15) minutes prior to their booking and must vacate the building fifteen (15) minutes after they are off the ice. No loitering and or congregating in the facility.

Showers are NOT available.

## Capacities

The maximum number of participants (including goalies and any on-ice coaches) permitted in the arena area per fifty (50) minute time slot is thirty-four (34).

The maximum number of on-ice officials permitted in the arena area per fifty (minute) time slot is four (4).

The maximum number of coaches, trainers and team staff/volunteers permitted in the arena area per fifty (50) minute time slot is ten (10).

The maximum number of individuals permitted as spectators is sixty-eight (68). They must meet the qualifications as outlined below.

## Spectators

At this time, spectators are limited to two (2) individuals per participant for a total of sixty-eight (68) spectators. After assisting a participant with putting on their skates, spectators must locate in the designated areas in the stands or in front of the South exits beside the player benches. Spectators must vacate the facility immediately following the booking, unless they are assisting a participant with removing their skates. No loitering and or congregating in the facility including in any lobby areas.

## Food and beverage

No outside food and beverage will be permitted in the facility, except for water for participants. Participants are encouraged to bring a filled water bottle for individual use. The water bottle filling station is available upon entry to the arena.

## Parking lot

The parking lot is considered part of the facility and all regulations regarding physical distancing and gathering limits apply. All facility users must ensure that the guidelines and regulations from the Municipal, Provincial and Federal governments along with the local Public Health Unit are practiced.

## Flow of traffic

It is imperative that all guests of the facility refrain from loitering or congregating and adhere to the time limits for entry and exit. These rules are in place to ensure that everyone is provided the opportunity to

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# COVID-19 Facility Protocols

maintain physical distancing, as well as to allow for Township staff to clean and disinfect all high touch points during and between bookings.

## Assumption of risk

The novel coronavirus (COVID-19) has been declared a worldwide pandemic by the World Health Organization. COVID-19, like many other viruses, is extremely contagious and is believed to spread mainly from person-to-person contact. As a result, Federal, Provincial and Municipal Governments and Health Agencies continue to recommend the practice of physical distancing and the use of face coverings/masks.

While Loyalist Township has put in place preventative measures to reduce the spread of COVID-19, the Township cannot guarantee that you and/or your child(ren) will not become infected with COVID-19, or any other virus. Further, attending programs or facilities in Loyalist Township could increase your risk and your child(ren)'s risk of contracting COVID-19, or any other virus.

**Loyalist Township has a zero-tolerance policy regarding the harassment and disrespect of staff. Individuals who are behaving inappropriately will be asked to leave the facility and may be issued a no trespass notice.**

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