



FAQ's

1) Does Sportball accommodate parented and drop off participants in one class?

Yes, we understand that parents cannot always have one age in a program. The total number of participants (parent and adult) in a program will however be governed by existing legislation.

2) Can a program run in a neighborhood parkette or on green space?

It is a parent's responsibility to ensure that no permit is required for these areas. Should a community complaint be received, it will be the parent's responsibility to find an alternative venue. All participating parents in the program must be made aware of this requirement by the parent organizing the program.

3) What is the role of the parent volunteer?

The parent volunteer will assist the coach with procedures such as drop off and pick up, ensuring that health safety guidelines are followed and washroom breaks.

4) What happens if it rains?

Our programs run rain or shine, some of our best memories are playing in the rain! In cases of severe weather conditions (e.g. lightning or strong winds), the coach will decide with the parents whether to cancel the program. Alternatively, if the parent has a big enough basement, where social distancing can still be maintained, the program could be moved indoors.

5) Do you offer make-up classes?

We do not offer make-up classes, but if a coach can support ONE make-up per session we will try accommodating. There are no private make-up classes, this is only if the whole group misses a class for a reason such as extreme weather.

Make-up classes are also not possible if the coach has already arrived at your location and the class is then cancelled.

6) Do we offer refunds?

No refunds are offered.

7) Do we offer sibling discounts?

No sibling discounts are offered.

8) What happens if a child or coach encounters a person who has tested positive for COVID-19 and has recently participated in the Backyard Program?

Due to Health guidelines, the Backyard Program will need to be closed, and all participants will need to self-isolate. In an event where the program is closed due to Covid-19, Sportball will issue credits and **not** refunds for the remaining classes not attended.

9) How do coaches and children practice social distancing during the program?

Sportball coaches will wear masks until a safe distance is kept between themselves and participants. If the coach is outside and social distance is maintained, the coach is permitted to take off their mask.

Where possible, our coaches will always try to maintain at least 2 meters (6 feet) distance between himself/herself and participants.

The Sportball line will be set up along the length of the playing area. Pylon-markers will be placed 6 feet apart so that children are sitting a safe distance away from one another.

Our coaches are skilled at classroom management. It is however the responsibility of the parent volunteer to assist during playtime so that children are supported and guided properly.

10) What training do we provide to our Staff?

Apart from the usual Sportball training our coaches receive on an ongoing basis, our staff are now also fully trained on COVID-19 Sportball safety protocols to ensure that everyone is kept as safe as possible.

11) What is the Sportball equipment cleaning policy?

Parents are responsible for cleaning their children's equipment after every class. An equipment fee is included in all program registration. Coaches do provide some equipment; they clean their equipment with anti-bacterial disinfectant after every program too.