



April 14, 2020

## Member FAQ on Club Operations

The RNSYS staff group have compiled the following FAQ to answer common questions regarding revised club operations.

This FAQ is a live document, updated regularly in the Member's Section of our website. We encourage you to check back for updates, watch for club communications and stay connected via our social media. If you have questions or feedback, please email [rnsys@rnsys.com](mailto:rnsys@rnsys.com) so we can ensure we are sharing information.

For full details on the status and provincial response to the COVID-19 outbreak, and all relevant information regarding the situation please follow this link:

<https://novascotia.ca/coronavirus/#alerts>

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### **Club Access**

The main clubhouse, administration cottage, saraguay house, all cranes, access to all washrooms on the property and the playground, will remain off limits. While we are currently looking at April, this is essentially and very unfortunately in place until further notice.

In the meantime, [while access to the property still exists](#), we ask that you respect all the current regulations about gathering & social distancing (2m apart). And please, for the safety of all, refrain from engaging with staff and use e-mail or phones instead to make contact.

We ask that you refrain from visiting the property if you do not need to be there.

Office: (902) 477 5653 or at [rnsys@rnsys.com](mailto:rnsys@rnsys.com)

For marine-related questions: (902) 483-1750 [dockmaster@rnsys.com](mailto:dockmaster@rnsys.com)

[For information on Boatyard Operations click here.](#)

Our administration and house & grounds staff will all be present at various times to ensure the club continues to function and prepare for the coming season.

*Overnight security will be patrolling on the property as normal.*

### **Scheduled Events, Meetings & Bookings**

All scheduled events, meetings and bookings for the month of April are cancelled. If you are the organiser of a scheduled or potential gathering please contact [functionmanager@rnsys.com](mailto:functionmanager@rnsys.com)

If you have booked a reservation for an event or meeting space within the month of April no charges will be processed to your account at this time.

### **Accounts & Payments**

Members can make payments to their accounts without visiting the Squadron by way of telephone or online banking.

- 1: Contact Kelly Hayward in our Accounting Office (902) 477-5653 Ext 1 + 116 or [accountingsupport@rnsys.com](mailto:accountingsupport@rnsys.com) to pay by credit card.
- 2: If you are planning to make a payment by cheque while the squadron is closed please consider adding us as a payee through your banking institute and using your member number as the account number.

If you have an inquiry regarding an account balance or bill payment, please contact Kelly in our Accounting Department via details as above.

If you would like to update your Membership details, please contact (902) 477-5653 Ext 1 + 100 or [communications@rnsys.com](mailto:communications@rnsys.com)

## Vessel Access & Boatyard

We are not launching any boats or performing any marina activity. Members are further advised that we are not able to permit any work to be done or any significant time to be spent on or around boats at this time.

No launches, no masts raised, or any sailing or racing programs of any kind run from the Squadron during the month of April.

Members who wish to access their boats during this time can still do so, while respecting all the current regulations about gathering & social distancing. And please, for the safety of all, refrain from engaging directly with staff and use e-mail or phones instead to make contact. For marine-related questions: (902) 483-1750 [dockmaster@rnsys.com](mailto:dockmaster@rnsys.com)

We ask that you refrain from visiting the property if you do not need to be there.

### *Quick answers to property access*

*\*The main gate is now closed in the interest of security. Access to the property is only permitted through the South Gate from 9am-5pm, seven days a week.*

Can I visit the boatyard to check on my boat?

- If you have a boat on the Squadron property and need to check it for security purposes, then please do, but do this as infrequently as possible. If a friend is already checking their boat, have them check yours or reach out to Boatyard staff to check for you. If you don't have a boat stored on the property, please refrain from visiting the Squadron until NS Health regulations are relaxed sometime in the future. While checking your boat, please refrain from talking to staff and use e-mail or phone instead. Practice social distancing.

Can I work on my boat in the Squadron yard?

- We cannot permit any overt activity in the boatyard, and this would include painting, tarp and/or shrink wrap removal or similar. If you have work projects for your boat, then take a few extra moments during a security check to remove whatever item requires work and take it home with you.

Can I walk the Squadron property?

- No, please follow the provincial guidelines about remaining at home unless you have an essential reason to be out.

When will the marina be ready for use?

- The marina will be assembled in stages as soon as provincial guidelines permit.

Can I launch my dinghy/trailerable boat down the ramp?

- No, the ramp is closed except for emergency use by authorities.

Is the Squadron property secure?

- Without getting into details, we have staff on site during the day, security personnel at night as well as alarms and camera monitoring. Our main gate will be closed 24 hours a day commencing Thursday 9th at 9am, with members able to access via the South Gate between the hours of 9am to 5pm ONLY, seven days a week.

Boatyard / ground garbage collection from individual bins will be suspended until further notice. All members and contractors are urged to deposit refuse in refuse bin located near the boat launch ramp or placed with your personal refuse at home. All members and contractors are urged to place broken down cardboard in the bin provided beside the South gate to the boatyard. Both bins are clearly marked for their purpose.

While we wait the arrival of our Spring shrink wrap bin, all members and contractors who remove product from their vessel are requested to fold and place shrink wrap behind the cardboard bin near the west gate to the boatyard. PLEASE DO NOT DEPOSIT IN REFUSE OR CARDBOARD BIN.

If you are a drysailor and are able to refrain from bringing your vessel to the club during this period it would be greatly appreciated. If you are requiring a footprint on-site, please contact Marine Services Manager, Wayne Blundell (902) 483-1750 or [dockmaster@rnsys.com](mailto:dockmaster@rnsys.com)

### **Program Registration**

Our program registration remains open to all members and guests and we encourage you to plan the Squadron into your summer just as you always have. [Click here to register for our programs!](#)

If you have registered for swimming or sailing programs with us, please know that all programs at this time will go ahead as scheduled, with the exception of the postponement of our Spring Sailing Series and Spring Race Team training. If you have questions regarding a specific program, please contact our Head Learn To Sail Instructors, Sebastian and Curtis at [sailnow@rnsys.com](mailto:sailnow@rnsys.com) or for Adult Learn to Sail inquiries, Carson Murray at [rnsys@rnsys.com](mailto:rnsys@rnsys.com)

*Should circumstances arise where are unable to proceed with our programs, a full credit or refund will be applicable.*

### **Race Team**

At this point current activities are cancelled. However, we have the capacity to resume sailing with very little notice, so as soon as the authorities communicate that it is safe to resume sport activities we will be back on the water.

*Should circumstances arise where are unable to proceed with our programs, a full credit or refund will be applicable.*

*What could our sailors do while not on the water?* Sailing is a sport where you make huge gains off the water, so making gains during these times will definitely show when they get back on the water. Fitness at home, watching/reading material about tactics will make a great difference.

Agustin has launched a virtual sailing championship, allowing members to experience competition and sport in the virtual world. To play, message our Head Race Coach, Agustin at [coach@rnsys.com](mailto:coach@rnsys.com) or through Direct Message on the Race Team's Instagram account. A maximum of 20 people, with BIG prizes!

**Staying connected during social distancing**

Self-isolating is important and while we can't physically offer you company at this time, we want to stay connected to you.

If you have not found an answer to a question here, please email us at [rnsys@rnsys.com](mailto:rnsys@rnsys.com)

As well, we've launched the Squadron's Pirate Radio Podcast, a lively audio show with a new guest and new episode every week! <https://anchor.fm/mikelag/episodes/ep-ebmart>

We remain hopeful that this Spring, while challenging, will also provide hope, perspective and a reinvigorated community spirit once we reach the summer season. You, our members, are at the forefront of all we do here at the club and we look forward to welcoming you home again soon.

Scott King  
General Manager