



COVID -19 MANDATORY MEMBER PROCEDURES

MLRA Office

Effective - November 4, 2020

- **DO NOT visit MLRA facility or Office if you are sick or mandated to quarantine or isolate.**
- **Leave the facility immediately if you develop symptoms of COVID-19.**
- **Office Hours** - Monday – Friday, 9:00am - 5:00pm, with intermittent closures. Please schedule an appointment to ensure we will be in the office to help you. Reasons to visit the office are listed below.
- Schedule an appointment by emailing office@mlra.ca or calling 403-257-1657
- A Face covering is mandatory inside MLRA Beach Club, which includes the office, washrooms and upper level (City of Calgary Bylaw 26M2020).
- If possible please call the office at 403-257-1657 or email office@mlra.ca with any questions or concerns. Please only come into the office when a phone call or email is not possible.
- The front door to the office may be locked throughout the day.
- Only members of one household is permitted in the office at a time. All others must wait outside until let in.
- Members are required to physically distance (2 meters apart) from all other members and staff with exception to members of your immediate household.
- The Office will be sanitized between member interactions and hand sanitizer will be available.

Valid Reasons to come into the office

- Payments via cash or debit.
- Members who need a new or replacement membership card.

Reasons NOT valid for an Office Appointment

- Payments by cheque - Must be mailed or dropped off and placed in building mail slot.
- Beach Club and shelter rental inquires – Call or email please.
- Questions, concerns or complaints – Call or email please.
- New Members – Call or email first please.

IMPORTANT

These procedures have been developed within the guidance of health officials and may be amended at any time without notice. This document will be posted online on our website (www.mlra.ca) and it is the responsibility of all members to ensure they have read, understand, and will comply. Any member refusing to comply will be requested to leave the premises immediately and may be suspended until further notice. Please send direct concerns to management – manager@mlra.ca.

Abuse to MLRA staff, security, or any member will Not be tolerated.

Thank you for your understanding and patience during this difficult time.

Last Updated – November 4, 2020

RECOMMENDED RESOURCES AND INFORMATION

Government of Alberta - [COVID-19 for Alberta](#)

Government of Canada - [COVID-19 for Canada](#)

City Of Calgary - [COVID-19 for Calgary](#)

McKenzie Lake Residents Association – www.mlra.ca