



## COVID -19 MANDATORY MEMBER PROCEDURES

### OFFICE APPOINTMENTS

Effective – Stage 2 – June 17, 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.**
- **The Office is open for appointments only**, and can be made via email or by phone:
  - **EMAIL – [office@mlra.ca](mailto:office@mlra.ca)**
  - **PHONE – 403.257.1657**
  - **Office Hours - 9:00am – 5:00pm - Monday, Tuesday, Wednesday, Friday.  
10:30am – 7:30pm. - Thursday**
- We will be screening members and only making appointments for those who have a valid reason to visit the office.
- The front door to the office will remain locked at all times. Please knock on the door at the time of your verified appointment.
- Members who have a verified appointment must enter the office alone unless other members of the same household require membership cards as well. In that case only one member is permitted in the office at one time and other members of the same household must remain in the foyer or outside.
- 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 appointments and hand sanitizer will be available.

#### Valid Reasons to make an Office Appointment

- 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 inquires – Call or email please.
- Shelter 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](http://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. Direct concerns to management – [manager@mlra.ca](mailto: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 – June 17, 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](http://www.mlra.ca)