

Frequently Asked Q & A

Player Health & Safety Protocol

Q - What is the expectation regarding equipment? Can we fill our water bottles at the rink?

A - The City of Burlington would like players to avoid dressing at the rink. Players will be asked to come dressed from home with as much equipment on as possible and still remain safe within a vehicle. Players will have a designated seating area (6 feet apart) where players will be asked to put on skates, gloves, helmet. Goalies will be allowed to put on their pads and protector at the rink. If your player needs assistance with skates parents are asked to do this quickly at the rink. Players will remain seated until the coaches, ice instructors direct them to enter the rink. Players must exit the rink immediately after the on-ice instruction to their designated seat. If a player forgets a piece of their equipment, there will be no sharing of equipment allowed.

Water bottles may be filled at the rink, but only the water bottle filling station will be open. ALL PLAYERS MUST HAVE THEIR OWN LABELLED WATER BOTTLE!!! NO SHARING ALLOWED.

Q - What if my child has an underlying Respiratory condition (Asthma) and they have a cough, would they still be permitted to skate?

A - Each player will be expected to fill out a medical information sheet at the start of the season. Please ensure all medical diagnosis are indicated, along with any relevant medication your player may be taking, or what might need to be taken with the noted condition.

Q - If a player is sick with a cold/influenza/stomach flu what is the policy to return?

A - If you are sick or there is any indication you could be coming down with a cold PLEASE STAY HOME. If you arrive at the rink anyway and you are screened by trainer/coach the player could be sent home. Stay home, rest until symptoms are gone, or you return with a doctor's note.

Q - The older age groups have the opportunity to train at Shield Performance training. Would the players be safe?

A - The Shield Performance training is following all Public Health Guidelines and safety measures to ensure all players training at their facility are in a safe environment without losing out on the benefits of training.

Q - If my son is off sick with Covid symptoms, does he require a Covid test?

A - If your family doctor believes your son needs a Covid test, then you must take the test – if the result is positive, then you may not return until your test result is negative and you no longer exhibit any symptoms. If your player is ill with a non-Covid issue, you cannot return until you exhibit no symptoms.

Q - What will be the process at the rink?

A - Players will have to be checked in by their trainer and have a temperature check at the door. City of Burlington does expect that there will be a parent at the rink with a mask and respecting social distancing. Players may only enter 15 minutes before their ice time – you must enter with your player – you both must be checked in. Players must enter with equipment on.

Q - What happens if someone is exposed to Covid 19?

A - If you suspect you have been exposed to Covid, you must let your trainer or the Eagles Head Trainer, Connie Kalpakis know immediately. Everyone in the bubble will be informed that there is a potential case. If there is confirmation of a positive Covid test, then that group of players in the bubble will be notified that there is a positive case and will either have to get a negative test OR quarantine for 10 days and return with a doctor's note.

Programming Questions

Q – What will the program look like?

Our program will follow the OHF return to play protocol. To start with, players will practice with their team from last season and your new coach. Then as our Public Health authority determines, we will move into different phases, allowing for 3-on-3, then 4-on-4 games. Once permitted, players will be split for squads of 10 (9 players + 1 goalie) in 50 player pods. Player of equal calibre/skill level will be grouped together to ensure competitive hockey. These games will be balanced – for example, there will no squads of AAA players playing against a squad of A players.

The Eagles are fortunate that our Health Bubble (Halton Region) has a total of 4 OHMA clubs with whom we can have a competitive season once we are able to move to phase 3e. So while this year's season will be very different, we do have the ability to play some competitive hockey not only within our own club, but also against other clubs.

Q – If tryouts are eventually held, could my son get cut if we have paid and registered with the Eagles?

A - No, we guarantee that we will have a spot for every returning player which means keeping the required number of teams and moving them into the appropriate level.

Q – Will we get the same ice package as last season?

A - Yes, that is we have requested from the City and that is what we have been told we will receive.

Q – What will be the coaching situation?

A – Obviously everything is dependent upon player registrations, but our plan is that players will start the season with their team from last season and this season’s new coach.

Q – If we are able to hold tryouts, how long will they be?

A - Tryouts, if permitted, will only be 1 week long.

Q – What stage will we be at when we return to ice on September 7th?

A - We will be starting at Stage 3B.

Q - What about training for the goalies?

A – We have heard from many goalie parents regarding training for their goalies and we can assure you that we have planned specific training for our goalies. Bryce O’Hagan will be out on the ice with our goalies. Corey Locke, Director of Player/Coach Development has been working with Bryce on recording a number of drills on video for distribution to our coaching team. This season goalies will have the option of doing training sessions with Bryce or they may receive a subsidy to go to their own provider.

Registration, Fees & Refund Policy

Q – What happens to my tryout fees that I already paid?

A – ALL tryout fees are being refunded to the credit card used when you originally signed up for tryouts.

Q – Payments are due in 4 equal instalments. Is there an option to move this to 6 instalments?

A – Yes, you can make arrangements to move this to 6 payments by contacting the office.

Q - What is the refund policy?

A – If the season is halted City wide, then the Eagles will issue a refund to all families for the variable costs. If a particular team, squad, or pod experiences a temporary interruption, then we will do our best to add additional ice back to that group of players. As has always been our policy, we will also consider a refund to any individual experiencing a unique situation.

Q - Why are the levels at different pricing?

A - Everyone registers at the A/AA rates – if we get to the tryout phase, then the fees will be bit higher for AAA for those players who are selected to the AAA team.

Q - Is there an option to opt out of any particular segments of the programme to save money for parents?

A – No, unfortunately. It's not that we don't want to be flexible, but we had to commit to set amounts of ice time, programming commitments, etc, ahead of time based on assumed registration numbers.

Q - If you have already preregistered before, do you need to go back in again?

A – YES! You must register for the season. Previous registrations for tryouts do not give you a spot for the season. You must register prior to September 30th when registration closes for the entire season.

Q - What happens if some players hardly get any ice time because of issues arising?

A – See the refund policy.

Q - If a player decides to sit out and not play hockey until tryouts happen, can they tryout out for Eagles then?

A - No, not at this time. The OHF has mandated that, at this time, only players currently registered in a Hockey Canada program may try out.

Q – Will there be an additional tryout fee, if tryouts are held?

A – There will be no additional tryout fee for any player who registers with the Eagles this season. All returning players are guaranteed a place on an Eagles team for the 2020/2021 season.

Q - If the season is forced to stop and City closes the rinks, what happens to the seasons, to the fees?

A – See the refund policy.