



Waterloo Minor Soccer Club
2001 University Avenue East
Waterloo, ON N2K 4K4
Phone 519.578.9680

WMSC FAQs: COVID-19

April 14th, 2020

1. What steps is WMSC taking to ensure the safety of its members?

- The health and safety of our athletes, members, volunteers, and staff are of the utmost importance to us. WMSC continues to monitor the COVID-19 situation to align our actions with those of our Governing bodies of Sport in addition to our City, Provincial and National Governments.

2. Is the front office open?

- WMSC, aligned with its governing body of the sport (Ontario Soccer) has suspended all programming on **Friday, March 13, 2020**. Information from Ontario Soccer regarding suspensions/COVID-19 can be found by [clicking here](#). The club's front office has since been temporarily closed, following the guidelines of the Premier of Ontario and the closure of "non-essential services" until further notice (March 23rd, 2020).

3. Are staff available to answer questions?

- Despite the temporary office closures, WMSC staff are working diligently behind the scenes to ensure WMSC will be able to continue offering quality customer service while working towards all future programming. While we are not available via phone, we are certainly available via email (For the club's email directory, please [click here](#)).

4. What will happen with the summer recreational program?

- The Club remains optimistic that the 2020 Outdoor League will proceed. Staff are working to ensure programming is available to all members and the club continues to review all scenarios to ensure that when operations do resume, admin and technical staff are ready. Families wishing to register for our Summer programs (those who have not yet registered) are able to do so online via the [club's registration system](#).

5. I have not paid my competitive fees in full, what happens?

- The Club collected March 15th competitive payments via pre-authorization as agreed to and outlined in your competitive fee schedule. As we are unable to presently process other payments (cash, cheque, debit) that would have otherwise been collected, we will look to collect outstanding fees at a future date.

6. My child(ren) wants to remain engaged in the sport, can you help?

- WMSC is currently offering a weekly ['What U Got'](#) Skills Challenge through our social media channels for all members of our Club. Additionally, we are offering ongoing resources for both our competitive coaches and players. For more information about what you can do and how you can stay active:
 - [Home Based Development Program](#)
 - [Competitive Home Training Guideline](#)
 - [Canada Soccer Home Activities](#)
 - [Ontario Soccer Updates/Info](#)



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7. What other sorts of things is Ontario Soccer doing to help aid our Club?

- Ontario Soccer is doing its part, as they continue to be here for all members by providing regular communication updates, adjusting program and service delivery and replying to members' inquiries. In addition to these efforts, Ontario Soccer is debuting a weekly Grassroots Spotlight Series that will help you optimize this period, so you are ready for when soccer season resumes. Over a number of weekly editions, the Series will provide best practices, strategies, and tips from Ontario Soccer's leaders and spotlight the innovative, outside-the-box work of member organizations to help you better engage with your stakeholders, control costs, deliver programming, manage administration and stay fit. In the first installment, the leaders of Ontario Soccer share their top tip for you to stay mentally and physically sharp during this period.

8. What is Canada Soccer doing to help the game during this time?

- As part of an ongoing effort to encourage, engage and motivate the Canadian soccer community, Canada Soccer has launched the [Canada Soccer Nation Inside platform](#) to unite players, coaches, referees, volunteers, and fans, who are doing their part to stay inside and off the pitch. The platform will provide unique online content, as well as support public health authority messaging in the effort to curb the spread of COVID-19 across our communities.

9. How will WMSC members learn about updates?

- WMSC will send out weekly updates via email, continue with its monthly newsletter and update all social media with updates from the Club, Ontario Soccer, Canada Soccer, and other relevant information.
- The [WMSC website](#) will also be updated on a regular basis with new information as soon as it becomes available.
- Clubs Social Media Platforms:
 - i. **Instagram:** [@WMSC1971](#)
 - ii. **Facebook:** [/WMSC1971](#)
 - iii. **Twitter:** [@WMSC1971](#)

Waterloo Minor Soccer Club has been serving the community of Waterloo for 45 years. The club's mission is to mentor youth as they engage in an active lifestyle, learn life skills and values while they pursue their goals.

Contact Us:

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