

Duncan Lanes Bowling Centre COVID-19 Health and Safety Information

Updated November 20th, 2020

Duncan Lanes Bowling Centre is committed to providing a safe and healthy environment for our staff and bowlers. We have prepared our health and safety plan following the guidelines laid out by the local and provincial health authorities, Worksafe BC, association best practices, and in collaboration with many other bowling centres across BC and Canada. The following is an overview of our COVID-19 safety measures:

Masks or Face Shields must be worn by staff at all times and customers at all times unless seated at their lane and actively eating or drinking. Customers must wear a mask while bowling.

Physical distancing measures are in place for staff and bowlers at Duncan Lanes Bowling Centre. Staff and bowlers are to maintain 2 metres from others where barriers are not in place. To support physical distancing requirements, facility occupancy limits have been reduced, many processes have been changed, and floor markings are in place. Customers are asked to only attend with their household or core bubble. Signage is posted at the entrance and each lane to educate bowlers on our policies. Table service has been implemented for all food and beverage and strict alcohol service and closing times are in place as instructed by Provincial Health.

Engineered controls have been put in place where social distancing is difficult. Plexiglass separations are installed at the service counter. Staff and guests must wear masks as a secondary measure. Contact information will be taken from every group to assist with contact tracing.

Strict hygiene protocols are in place for staff and bowlers. All staff have undergone training on how and when to wash their hands, to avoid touching their face, and to practice good respiratory etiquette. Hand sanitizer stations are located at the entrance and throughout the centre. All bowlers and guests entering the centre must use hand sanitizer on arrival. Signage is in place to support this policy and encourage frequent hand washing.

Enhanced sanitization measures are in place to keep staff and bowlers safe. All staff are trained on safe and effective use of Health Canada approved cleaners. Commonly touched surfaces are cleaned frequently and recorded in log books. High contact items such as bowling balls, rental shoes, tables and chairs are thoroughly sanitized after each use for your safety. Processes such as requesting reservations, switching to hourly lane rental rates, and leaving 15 minutes between lane reservations have been implemented to facilitate to our cleaning programs.

No person may enter Duncan Lanes Bowling Centre if they have any COVID-19 symptoms, if they have been in contact with anyone suspected to have COVID-19, or if they have been outside of Canada in the last 14 days. Clear signage is in place at all entrances and staff are required to answer a questionnaire before the start of each shift.

Our health and safety plan is subject to continual review as we adapt to the ever changing COVID-19 situation. We encourage you to provide feedback if there is something we could be doing better to meet your expectations. Please contact bowling@duncanlanes.com if you have any comments on how we are doing!

Thank you,
Michael and Lindsay Frehlick
Owners, Duncan Lanes Bowling Centre