

## National Sports Center for the Disabled (NSCD)

### Coronavirus (COVID-19) and Program Cancellations FAQ

**1.) How long are programs cancelled for?**

- a. All programs from March 16<sup>th</sup> through April 30<sup>th</sup> are cancelled. We will update the closure dates as soon as we receive more information from federal, state and local authorities.

**2.) Why are programs cancelled?**

- a. The NSCD has a responsibility to the health and well-being of our participants, volunteers and staff. We are following the recommendations from the CDC, World Health Organization and other Federal and State sources to keep our community healthy.

**3.) Will I be refunded if I have already paid for my reservation?**

- a. Yes. If you had a reservation for an activity/program during March 15 – April 30 and had already paid for it you can request a refund or donate your program fees by emailing [reservations@nscd.org](mailto:reservations@nscd.org). If you had prepaid lessons through the end of the season, you are eligible to receive a refund for the programs and activities cancelled during this time period. If you are part of a multi week program, the refund will be pro-rated for the portion that falls within that cancelled time frame. You also have the option to donate the refund to the NSCD. Your gift would be tax deductible to the extent allowed by law.

**4.) Are the NSCD's summer programs still going to happen?**

- a. We will determine a re-opening date based on CDC/WHO and other Federal and State sources recommendations. You may make reservations for summer programs and if they are also cancelled, you will receive a 100% refund if requested.

**5.) Who should I contact if I have a question about my reservation?**

- a. You can email [reservations@nscd.org](mailto:reservations@nscd.org) and someone will contact you within 24 hours.

**6.) What is the Coronavirus (COVID-19) and what are the symptoms?**

- a. The CDC describes the Coronavirus disease as a respiratory illness that is easily spread person to person. It is a novel virus that was first identified in Wuhan, China. Patients with the illness have symptoms of fever, cough and shortness of breath. If you develop any emergency warning signs such as difficulty breathing/shortness of breath, pain and/or pressure in the chest, confusion or inability to arouse and bluish lips or face please seek medical attention immediately.

**7.) What are some things we should be doing during this time?**

- a. To help contain the virus the CDC/WHO has recommended practicing physical distancing. This means limiting interactions out in the public, remaining at least 6ft apart from other people and avoid gatherings of groups of 10 or more people. If you begin to feel any symptoms contact your primary care doctor immediately and self-quarantine yourself inside your home.
- b. Some activities to do while physical distancing include; cooking, baking, reading, practicing yoga, singing, dancing, writing, knitting and playing board games.

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#### 8.) What are other steps to take to protect yourself and others?

- a. Wash your hands often
- b. Avoid close contact with other people
- c. Stay home if you're sick
- d. Cover your mouth when you cough and sneeze
- e. Wear a facemask if you are sick
- f. Clean and disinfect frequently touched surfaces daily