

Dear Members and Program Participants,

We hope that you and your families are managing through this extraordinary time. We miss seeing everyone here and it is our hope that we can return to normal as soon as the Governor and local health officials give us an all clear. As of now, we are still on a mandated shut down until April 30, 2020. For Mansfield Parks and Recreation, this includes the Mansfield Community Center, Lenard Hall, Community School of the Arts and all other programs offered by the department. Please check the following for daily updates, online program and activity options and other information that may be helpful to you:

- our Facebook page, www.facebook.com/mansfieldcommunitycenter/
- our website, www.mansfieldcc.com
- quick access to trail guides, www.mansfieldct.gov/trailguides
- link to Town of Mansfield COVID crisis information, www.mansfieldct.gov/covid19
- our email if you have any questions, parksrec@mansfieldct.org

We encourage you to email your questions, which will enable us to answer you in a timely manner. If you do need to leave a voice message, we will get back to you as soon as possible, but not likely as quickly if you emailed.

Regarding winter and spring programs:

Staff are actively issuing credits to accounts for winter program participants who were affected by canceled classes. Unfortunately, the earliest we will be able to potentially begin any in person spring classes appears to be May 1st. Therefore, staff are reviewing spring programs for the feasibility of offering abbreviated sessions, changing start dates or possibly cancelling some programs. Since the May 1st spring program potential start is only a target date for planning purposes, we encourage you to stay tuned and check our website regularly for updates. We appreciate your patience while we wait for information from Governor Lamont and local health professionals as to when we may be able to safely begin spring programs. In the meantime, staff will actively monitor the situation and provide updates when we have firm information regarding the startup date for spring classes.

If you have already registered for spring programs, you have two choices:

1. Do nothing and remain registered. If a full or partial session cannot be granted we will issue an

equivalent household credit. BUT, if you would like to be refunded to your method of payment used, please contact us at parksrec@mansfieldct.org. Credits and refunds will be processed after we know of a definite program cancellation or partial cancellation.

2. If your circumstances require you to withdraw from a program at this time, please complete an [Activity Refund Request Form](#). Once the completed form is received, we will begin processing a refund for you. Another option on this form is to ask for a credit to be applied to your account.

Regarding Community Center Memberships:

We fully intend to extend all memberships for the length of time that we are required to be closed. For those that pay monthly via credit card or electronic fund transfers (EFT), we will not be billing for April, thus the April month will not be added. But we will add the lost time from March. For those who paid in full, you will be given the full amount of lost time. Closure of any length will have a significant impact on our revenue. This in addition to ongoing significant revenue loss from paying members who became Silver Sneakers members over the last several years has placed the Parks and Recreation Fund, which includes the operation of the Community Center, in a very unsustainable position. We will provide some additional information on the situation as part of the Town's budget process. If you have any questions or concerns about your billing, please [email us](#).

Activity options while we are closed

We have posted several exercise and other activity options on our [website](#). There are also links to other interesting things to do. If you are a Silver Sneakers member, on our [Fitness page](#) of the website there is information about how to obtain access to Silver Sneakers programs online. Finally, Mansfield is fortunate to have many parks and trails and we encourage you keep healthy and stay active during this time by hiking or walking outdoors. Visit our website for links to our [parks](#) and [trail maps](#). The parks, natural areas, and trails in Mansfield remain open and we encourage everyone to get outside when possible for exercise. Please follow the [social distancing requirements](#) posted on the main page of our website if you are planning to visit the parks. This information is also shown below:

PARK USE SOCIAL DISTANCING REQUIREMENTS



Mansfield parks, trails, and natural areas will remain open during the COVID-19 crisis. To help prevent community spread of the virus, we ask that all visitors practice social distancing as shown below:



Playgrounds and Skate Park are now closed until further notice