



## **Frequently Asked Questions**

### **Facilities:**

1. When is the YMCA re-opening?
  - a. Our Wellness Centre at 570 York Street is tentatively scheduled to re-open on Monday, June 8 with modified hours:  
Monday – Friday: 6:00am-8:00pm  
Saturday & Sunday: 7:00am-5:00pm  
Holidays: 8:00pm-4:00pm
  - b. We have not determined a re-opening date for the Northside location at this time. All updates will be posted on our website and social media.
  - c. Our pool re-opened on Monday, June 15 with a modified pool schedule. The schedule is still being developed and will be posted on our website and social media as soon as it is complete.
2. Are you limiting the capacity in the building?
  - a. At this time, we are limiting the capacity of the Wellness Centre to 40 people, in order to facilitate proper physical distancing. Group Fitness classes will run with reduced capacity, varying depending on which room it being held in.
3. Do I have to wear a mask?
  - a. Please Note that before you come in, a face mask is suggested as you enter and travel through the building. Members do not need to wear a mask at all times when they are on the floor of the Wellness Centre, attending a Fitness Class or in the Pool – *only when physical distancing cannot be guaranteed.*
4. Am I able to have a tour of the Facility? Yes! Beginning on Monday, July 13, we will restart modified tours of the building. Patrons requesting a tour, must complete a screening process before the tour (please note that the screening process will include requesting a phone number of the person on the tour).

### **Membership:**

5. Can I purchase a day pass to the facility?
  - a. No. Due to the reduced capacity of the building we are not selling day passes at this time.
6. Can I purchase a new YMCA membership?

- a. Yes! To limit the number of people in our lobby, we recommend you purchase a membership online by visiting our website at [www.fredericton.ymca.ca](http://www.fredericton.ymca.ca) and clicking on "Join the YMCA." Once you've purchased a membership online, you can visit the Welcome Desk to have your card printed. At this time, we are not doing tours of our facility, however there will be a video tour of the Wellness Centre posted to our social media pages.
7. When will existing memberships resume and when will my first membership payment be charged?
  - a. All memberships will resume on June 8. For those with bi-weekly memberships, payments are set to resume on Tuesday, June 9, 2020 and will follow your previous payment schedule.
8. My annual membership was paid for in full. Will I get credit for the days the facility was closed?
  - a. Yes. All active annual memberships will be extended by the number of days our facility was closed.
9. Can I hold my membership?
  - a. Absolutely! We have temporarily extended our hold policy to accommodate members who are not ready to return to the Y at this time. All members are able to put their membership on hold for up to 12 weeks (6 bi-weekly payments) at a time. This includes members who have previously had their membership on hold in the current year.
  - b. To put your membership on hold, log into your account online (see instructions below), select Memberships from the top banner and then choose "Membership Hold Request," answer the questions and submit. Please note, we require 2 business days' notice ahead of your next scheduled membership payment to process your request.
10. How do I log into my online account?
  - a. Go to our website [www.fredericton.ymca.ca](http://www.fredericton.ymca.ca)
    - i. Click on "Online Access!"
    - ii. Choose "Sign In" from the top right hand corner.
    - iii. Enter your login name and password.
      1. If you are unsure of your login name or it is your first time logging in, please choose "Forgot your login name?" and enter your email address. Your username will be sent to you. If you are unsure what email address we have on file for you, please contact [info@ymcafredericton.org](mailto:info@ymcafredericton.org).
      2. If you are unsure of your password or it is your first time logging in, please choose "Forgot Your Password?" and enter your username to reset your password.
11. Can I cancel my membership?
  - a. If you plan to return to the Y in the future but are not ready at this time, we recommend the hold option as this will allow you to hold up to 6 bi-weekly payments. To put your membership on hold, please see "Can I hold my membership?" above.

- b. Our Cancellation policy requires 4 weeks' paid notice. Please call the Welcome Desk at 462-3000 ext. 0 for more information.

**Member Services:**

- 12. Can I use the change rooms before/after my workout?
  - a. Yes. Our change rooms remain open; however members must maintain a physical distance of at least 2 metres/6 feet from others at all times.
  
- 13. Can I use the showers after my workout?
  - a. Yes. Our showers remain open at this time and will be cleaned and sanitized multiple times a day.
  
- 14. Can I use the steam room?
  - a. No. Our steam rooms are closed at this time.
  
- 15. Will the lockers in the change rooms be available for use?
  - a. Yes. To assist with proper physical distancing within the change rooms, a limited number of lockers are available for members' use at this time. We have a limited number of locks available for purchase at the Welcome Desk, if you do not have one. Please note: Lockers in the change rooms are for daily use and locks must be removed when you leave. At the end of each day, all items left in a locker will be placed in the lost and found.
  
- 16. Can I use the water fountains?
  - a. Water fountains are available for filling water bottles; however no drinking directly from the fountain will be allowed. We are asking members to bring their own water bottles with them.
  
- 17. Will you be providing towel service?
  - a. At this time, towel service is suspended. Members who have added towel service to their membership will not be charged for the service.
  
- 18. Will the Squash Courts be open?
  - a. The squash courts will not be available during the first phase of our opening.

**Health & Safety:**

- 19. What precautions are you taking to help prevent the spread of Covid-19?
  - a. All members will be asked to hand sanitize upon entry to the building. Each member must answer NO to the COVID-19 screening questions.
  - b. All members are required to physically distance by a minimum of 2 metres/6 feet at all times while in the facility.

- c. Building hours have been reduced to allow for a thorough cleaning of the facility each night. We have increased the level of cleaning throughout the facility to ensure all high-contact surfaces and equipment are cleaned regularly.
  - d. The capacity in the Wellness Centre and Group Fitness classes are being limited to allow for proper physical distancing at all times.
  - e. Members are required to wipe down their equipment/machines BEFORE and AFTER use with a spray bottle and paper towel.
  - f. All equipment in the Wellness Centre has been spaced to ensure members are at least 2 metres/6 feet apart.
  - g. All members are encouraged to regularly wash their hands with soap and water or use hand sanitizer.
20. How will you ensure safety of members and staff interacting at the Welcome Desk and throughout the building?
- a. We have installed protective barriers at the Welcome Desk, where it is not possible maintain 6 feet of distance between staff and members.
  - b. Staff and members are encouraged to regularly wash their hands with soap and water or use hand sanitizer.
  - c. All high-touch surfaces will be cleaned regularly throughout the day.
  - d. Debit pin pads will be covered with a plastic cover that will be cleaned between each use.
  - e. When it is not possible for staff to maintain a physical distance of at least 2 metres/6 feet from members, they will wear a mask.

**Wellness Centre/Group Fitness/Aquatics:**

21. When will Group Fitness classes begin and what classes will be available?
- a. Group Fitness classes will begin on Tuesday, June 9, with a modified schedule.
  - b. A weekly schedule will be posted on our website, based on facility and instructor availability.
  - c. Stations will be set up in all Group Fitness classes that will be spaced to ensure members are at least 2 metres/6 feet apart. Class sizes will be limited to the number of available stations that can be accommodated in the room the class is being held.
22. What changes have been made in the Wellness Centre?
- a. Equipment and machines have been spaced to ensure members are at least 2 metres/6 feet apart while using them.
  - b. At this time, no “working in” or sharing of equipment is allowed.
  - c. Members are required to wipe down their equipment/machines before and after use with a spray bottle and paper towel.

- d. All porous attachments and equipment that is not able to be sanitized properly has been removed.
23. Will I need to sign-up to use the equipment in the Wellness Centre or Group Fitness Classes?
- a. No. At this time we are not requiring sign-up for either the Wellness Center equipment or Group Fitness classes. Staff will be in place to monitor capacity.
24. Will the equipment being used during Group Fitness classes be cleaned?
- a. Members must clean their equipment before and after use.
  - b. Yoga mats will no longer be provided by the YMCA. If you wish to have a mat for the class, please bring your own.
25. When will the Aquatics classes begin?
- a. Currently, the pool is scheduled to re-open on June 15 and a modified aquatics schedule will be distributed prior to this date.
26. What are the black blocks on the schedule?
- a. The black 15 minute increments on the schedule are for transition periods during the day where lifeguards can disinfect equipment and do cleaning. Everyone is asked to leave the pool deck during this time because the lifeguards will be responsible for cleaning during each of these breaks, so they cannot be actively guarding.
27. Can I bring my own pool noodle?
- a. Pool noodles have been removed from the pool deck for now. Members are welcome to bring their own pool noodles to Aquafit if they want, but we do not have anywhere to store it so they will have to bring it back and forth. As always, we are not allowing inflatable equipment to be used in the pool.
28. Can I reserve my spot for Aquafit online?
- a. Currently we do not have any sort of sign up or registration system for our pool space.
29. Will this be the schedule for the summer?
- a. The schedule will be re-evaluated based on GNB guidelines as they come out.
30. Why is there no family swim on the schedule?
- a. Recreation swim is the new word for family swim.
31. What is the capacity for the pool?
- a. 50 people max including lifeguards. Guards will notify the desk when at 40 people so to try and avoid hitting capacity.
32. How does lane swim work?
- a. Lane swimmers will be asked to swim towards the shallow end in one lane, duck under the lane rope and down towards the deep end in the next lane. This will happen when

there are 5 or more people in the pool and the lifeguards will be there to provide direction for them. There is no passing or overtaking allowed at this time.

33. Are you running Advanced Lifesaving Courses?

- a. Currently, we do not have plans to run advanced courses (Bronze Medallion, Bronze Cross, NLS & First Aid). We will be re-evaluating this as we re-evaluate youth programming. Currently we have no waitlist for these programs.

34. Why are the Aquafit classes at different times than previous schedules?

- a. The 10:00 aquafit is strategically placed on the schedule so to avoid crowding the locker rooms. It is in accordance with group fitness to avoid large crowds in the locker rooms at the same time.

35. Do all the Aquafit classes have an instructor?

- a. All of the aquafit courses currently have a scheduled instructor.

36. Why is there only one Aquastretch right now?

- a. Currently, the lack of Aquastretch is due to compressed scheduling and lack of instructor availability.

**Youth Programming:**

37. Are you offering youth programming?

- a. At this time, we are not offering youth programming during summer. However, Summer Camps are running and information on availability and registration is available on our website. At this time, we plan to offer youth programming in the Fall, subject to guidelines and restrictions imposed by the Province.

**Other Programs/Services:**

38. When will the Cultures store re-open?

- a. At this time, we do not have a re-opening date for the Cultures store. Updates will be provided on our social media when available.

39. Are employment counselling services currently being offered?

- a. Yes, employment counselling services are being offered. In-person visits are not being scheduled at this time, but appointments are being done via telephone and video conferencing.

Effective July 13, 2020