



# Frequently Asked Questions

---

## Changes to Operating Hours at South Health Campus YMCA

### ***What changes are being made?***

Effective January 14, 2019, the operating hours of the South Health Campus will change to the following:

Monday – Friday            5.30 am – 9:00 pm  
Weekends & Holidays    7:00 am – 5.30 pm

*\* Workout areas will continue to close 30 minutes prior to closing hours*

### ***Why are the hours changing?***

We have reviewed current usage patterns at South Health Campus YMCA and have determined that early mornings remain a popular workout time. However, late evening usage is limited.

The new Brookfield YMCA at Seton (opening January 14, 2019) will offer additional amenities, programs and services not offered at the South Health Campus YMCA. To balance this and the limited late evening usage at South Health Campus YMCA, we believe we will be able to more efficiently serve the community at the Brookfield Residential YMCA in the late evenings.

### ***How does this impact AHS Staff who are YMCA Members?***

Alberta Health Services staff will continue to have 24hr access to the workout areas at the South Health Campus YMCA. However, after regular operational hours (identified above), the facility will not be staffed by the YMCA. Protective Services will continue to provide emergency support after hours.

AHS staff who wish to have 24hr access should contact the YMCA Member Services team to schedule an orientation and set up card access.

### ***How does this impact YMCA Members who are not AHS staff?***

YMCA Members who are not AHS staff will need to access the South Health Campus YMCA during the new operational hours identified above. If South Health Campus *Only* Members would like to use the YMCA outside of these hours, they can purchase a City-wide membership that would allow access to other YMCA locations offering extended hours.

## Frequently Asked Questions, continued

The difference between South Health Campus *Only* and City-wide access memberships are outlined below:

**a. South Health Campus *Only* Membership:**

This membership provides access to the South Health Campus YMCA only. (This will not change following the opening of the Brookfield Residential YMCA.)

**b. City-wide Membership:**

This membership allows access to all YMCA locations in Calgary and across Canada. All YMCA locations offer this membership type. A city-wide membership **will** allow members to access to the new Brookfield Residential YMCA at Seton.

***Am I able to try the new Brookfield Residential YMCA, or upgrade my South Health Only Membership?***

We encourage all South Health Campus YMCA Members to try the new YMCA. We are offering South Campus YMCA *Only* Members access to the Brookfield Residential YMCA from January 14, 2019 - March 1, 2019 at no charge.

Tours will be available starting December 8, 2018 (no appointment required) with full access from January 14<sup>th</sup>, 2019. We are happy to provide six weeks of access to South Health Only Members to the full facility, at no additional cost. Following March 1, 2019, South Campus *Only* Members can continue with their current membership or can upgrade to a city-wide YMCA membership.

Members can upgrade at any time. Members may also return to a South Health Campus Only Membership at any time. There are no additional fees charged to make membership changes.

**South Health Campus YMCA is proud to continue serving our members with the same quality and amenities that members currently enjoy, within our new operating hours.**