



Welcome Back!

YMCA Calgary Re-opening Frequently Asked Questions

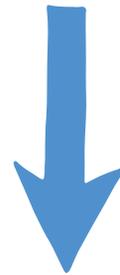
3 steps to access YMCA Calgary

First visit?

Sign the waiver.

All YMCA Members and participants are required to sign. One time, online, at any time.

ymcacalgary.org/waiver



Every visit:

Book an appointment.

All facilities and areas are by appointment only. Book online up to 3 days in advance.

ymcacalgary.org/appointments



Complete a Health Screening.

Answer the questions online to gain access.

**Tip: Make sure your browser is up to date.*

ymcacalgary.org/screening



Use a face covering.

For the safety and protection of our community, all persons must wear a face covering in an indoor public premises. The City of Calgary Bylaw 26M2020

(Exceptions include person engaging in an athletic or fitness activity, children under two years of age, or persons with an underlying medical condition or disability.)



INDEX

TIP: This PDF is interactive! Click or tap on this index to be directed to that page. All underlined links can be clicked/tapped

SAFETY AND PHYSICAL DISTANCING..... 4

What health authorities are YMCA Calgary taking guidance from to keep participants safe?	4
What measures have you put in place to ensure a safe environment?	4
How can I help keep the YMCA safe and clean?.....	4
What enhanced cleaning protocols will the Y have in place?.....	5
What kind of Heating Ventilation, Air Conditioning (HVAC).....	5
units and air quality systems does YMCA Calgary use in its facilities?.....	5
Is pool water a disinfectant?.....	5
Will I have to undergo a health screening when I enter the facility?.....	5
Will I have to sign a waiver in order to access the YMCA?	6
Will I have to pre-book an appointment to access the facility, amenities or equipment?.....	6
What durations are the appointments?	6
Can I book multiple appointments in one sitting?	6
Do I have to wear a mask within the facility or during a workout?	7
What if I forget my mask? Will you have masks available?	7
What if I see someone who I think looks sick at the Y?.....	7
Are children allowed in your facilities?	7
What can I do with my children?	7
How will physical distancing be managed in a child minding environment?	8
Will lounge spaces and public seating be available?	8
Will Lost and Found be available?.....	8

FACILITY HOURS AND ACCESS..... 8

Will facility hours of operation be the same?	8
How did you make the decision on what the new temporary facility hours would be?.....	9
Will you have specific hours for seniors-only access?	9
Why is South Health Campus YMCA remaining closed?.....	9
Will my entire YMCA facility and all amenities be accessible when the YMCA re-opens?	9
Will you be offering Registered Programs when you re-open?.....	10
Will you be offering Personal Training?	10
What group fitness classes will be available?.....	10
Can you attend the outdoor classes and keep your membership on hold?	10
How will swimming lessons work? How do you maintain physical distancing in a pool?	10
What can I do in the pools when you re-open?	11
Will I have access to Basketball / Badminton / Pickleball / an open gymnasium?.....	12
Can I play Squash or Racquetball?	12
Can I access locker rooms?.....	12
Will I have access to YMCA towels and equipment?.....	12
Will water fountains be available?.....	13

MEMBERSHIP AND FEES 13

I cancelled my membership and wanted to re-join but the YMCA was closed. Will I have to pay a joining fee?	13
I placed my membership on hold PRIOR to the mid-March YMCA shutdown because of COVID-19.	
Will that hold automatically remain in place once you re-open?.....	13
Will drop-in or complementary YMCA passes that expired during the closure still be honoured?	13
I made a membership payment between March 1 – 15, 2020 just before you closed? What happens next with that?	13
How long can I choose to put my membership on hold?	14
How flexible will YMCA Calgary be on my membership options?	14
Will drop-in or complementary YMCA passes that expired during the closure still be honoured?	14
What does Financial Assistance program look like when YMCAs re-open?.....	14
What changes can I anticipate with the Membership Extra Membership category?.....	14
Will you be reducing membership fees because of a temporary reduction in some services?	15
When will my first payment be withdrawn after opening?	15
Is the Calgary Flames YMCA Grade 6 Membership still available?	15
I gave my membership fees as a donation during the closure (Stay With Us Campaign), can I continue to make this donation?	15
Can I have a facility tour?.....	16

SAFETY AND PHYSICAL DISTANCING

Q: What health authorities are YMCA Calgary taking guidance from to keep participants safe?

A: YMCA Calgary is actively monitoring and complying with all directives from Alberta Health Services, the Government of Alberta, Alberta's Chief Medical Officer of Health and other relevant health authorities.

Q: What measures have you put in place to ensure a safe environment?

A: The health, safety and protection of our members, participants, staff and volunteers is our first priority. For everyone's protection, we've modified some spaces and amenities. Here are just a few of the safety measures you'll see when you visit the Y:

- Increased sanitization and disinfection
- Additional hand-sanitizing stations
- Removal of non-essential or difficult-to-clean equipment
- Reduced capacity, by utilizing an appointment-based system for all facility access.
- Plexi-glass barriers at Welcome, Membership and Weight Floor desks
- Health screenings prior to entry through a digital health screening tool
- Directional signage to control the flow of participants in certain areas of the building
- Contactless scan-in stations
- Physical distancing measures (including signage, floor markings and some unavailable or rotating equipment) to maintain maximum distance between users
- Equipment usage time limits
- Removal of lobby furniture
- Staff available to assist you

Q: How can I help keep the YMCA safe and clean?

A: Here are some things you can do to help:

- Stay home if you're not feeling well
- Visit Health Canada for evolving information about risk factors (including travel to certain locations) and symptoms
- Call your local public health department or 811 for direction if you have symptoms or current risk factors apply to you, or if you have questions
- Wash your hands frequently and avoid touching your face
- Practice cough and sneeze etiquette
- Always wipe equipment down before and after use
- Avoid eating in situations where hand hygiene is more difficult (eg. while working out)

- Please use cashless forms of payment whenever possible. Cash will still be accepted at YMCA Calgary
- Be kind to each other

Q: What enhanced cleaning protocols will the Y have in place?

A: We have instituted additional and more frequent cleaning procedures following the guidance of health authorities. These include:

- Increased frequency of high touch points (eg. door handles, elevator buttons, hand railings, light switches, toilet seats, taps)
- Regular and documented sanitization of common area touch points
- Employing hospital-grade disinfectant (Sany+ H2O2, Oxivir Plus, Vangard)
- Electrostatic spray and fogger technology as additional steps if an area needs specific attention
- Disinfection Kits - to support internal cleaning practices, disinfection kits have been developed and made available to staff at all our facilities

Q: What kind of Heating Ventilation, Air Conditioning (HVAC) units and air quality systems does YMCA Calgary use in its facilities?

A: YMCA Calgary facilities use centralized 100% capable outside air HVAC units with 13 MERV (Minimum Efficiency Reporting Value) filtration. A MERV rating ranges from 3 to 14 with 14 being hospital-standard.

Q: Is pool water a disinfectant?

A: Chlorinated pool water is an effective disinfectant and the risk of transmission from contact with properly treated pool water is considered minimal. YMCA maintains and tests its pool water regularly.

Q: Will I have to undergo a health screening when I enter the facility?

A: All users will be asked to complete a digital COVID-19 health check through a digital Health Screening Tool prior to entering the facility, which will include a short symptom-related questionnaire. This tool is anonymous and data is not collected or stored. It will help you determine if it is safe for you and those in your party to be in the facility. The screening data is secure and won't be collected or shared in any way – it's simply a way for you to know if the timing is right to keep you and others safe as you visit the Y. This will be required upon each facility entry. **You can access the Health Screening Tool here: www.ymccalgary.org/screening**

Q: Will I have to sign a waiver in order to access the YMCA?

A: To keep you and other safe, and so you have a clear understanding the various risks associating with participating in programs and services, YMCA Calgary is asking you to sign a one-time participation waiver. This is a requirement of entry. **You can sign the waiver securely here: www.ymccalgary.org/waiver**. It is strongly recommended you complete this waiver process ahead of your visit to save time upon your first re-entry.

Q: Will I have to pre-book an appointment to access the facility, amenities or equipment?

A: To ensure we can adhere to capacity standards at all times, all users, including YMCA members, must pre-book an appointment to access YMCA facilities and to use amenities including the weight floors, the swimming pools and other areas that are available for use. This is a temporary measure to ensure we can maintain required physical distancing and also provide an engaging experience for the many people we serve. Appointments can be booked up to three days in advance.

For example, if you want to visit on a Monday, you can book your appointment on Friday through Sunday. Users must pre-book an appointment for themselves or individuals in their party here: www.ymccalgary.org/appointments.

Please note:

- Drop-in fitness classes can be booked as usual using Gigasports <https://igniter.gigasports.com/home/login/ymccal/>
- Your appointment does NOT include the time it takes to change or access the amenity area.
- You may book a maximum of one appointment per day.* **With the exception of Recreational Swim)*

Q: What durations are the appointments?

A: Weight floor, Lane Swim and Gymnasium (basektball, badminton or pickleball) appointments are 60 minutes. Recreational Swim appointments are 30 minutes, however families can choose to book back-to-back recreational swim appointments, for a total of 60 minutes. Drop-in fitness classes are 45 minutes and booked using Gigasports

Q: Can I book multiple appointments in one sitting?

A: Currently only one appointment is available per day. With the exception of Recreational Swim which families can choose to book back-to-back recreational swim appointments, for a total of 60 minutes.

Q: Do I have to wear a mask within the facility or during a workout?

A: For the safety and protection of our community, all persons must wear a face covering in an indoor public premises. The City of Calgary Bylaw 26M2020

Face coverings are not required:

- When eating or drinking at a public premises, like a restaurant.
- When you're doing physical activity, like in a gym or fitness centre.
- For children under two years of age.
- People with disabilities or underlying medical conditions that affect their ability to wear a face covering.
- If you are unable to place, use or remove a face covering safely without assistance.
- If you are care-giving for or accompanying a person with a disability where wearing a face covering would hinder the accommodation of the person's disability (for example, ability to lipread).
- For people who have temporarily removed their face covering where doing so is necessary to provide or receive a service (for example, a visit to the dentist).

[Learn more about The City of Calgary Face Covering Bylaw at calgary.ca/covid19](https://calgary.ca/covid19)

Q: What if I forget my mask? Will you have masks available?

A: We will have a supply of masks available for purchase in vending machines within our YMCA facilities.

Q: What if I see someone who I think looks sick at the Y?

A: Please see any YMCA staff member if you are concerned for the welfare of someone in the facility. Individuals who become symptomatic at the YMCA will be isolated and provided emergency care and transportation.

Q: Are children allowed in your facilities?

A: Child development is core to YMCA Calgary's mission and so children remain welcome in our facilities. However, usable amenities for children accessing the facility independently may be limited depending on guidance from health authorities.

Q: What can I do with my children?

A: Due to health guidance, children's activity options are more limited during this time and vary by branch. But we are pleased to be able to provide recreational swimming, badminton, basketball or even just open gymnasium space for you to create your own fun. Please remember to bring any equipment with you and follow all hygiene guidelines. You will have

exclusive use of the court/gym space for your household (up to a maximum of six people) for one hour. Recreational swim appointments are 30 minutes in a shared training pool, with limited capacity. (Families can choose to book back-to-back recreational swim appointments, for a total of 60 minutes.) Gymnasium options for each branch can be viewed when booking your appointment. **Access is by appointment, and can be booked up to three days in advance at www.ymcacalgary.org/appointments.**

Q: How will physical distancing be managed in a child minding environment?

A: At this time we will not be offering Child Minding services. Child Minding will resume at a later date once health guidance allows.

Q: Will lounge spaces and public seating be available?

A: In compliance with health guidelines, most indoor lounge and seating spaces at YMCA facilities will be temporarily unavailable.

Q: Will Lost and Found be available?

A: Due to health guidance, lost and found items will be collected but must be disposed of each night. Please only bring what you need for your visit.

FACILITY HOURS AND ACCESS

Q: Will facility hours of operation be the same?

A: Hours of operation will be revised in our facilities for the time being and updated as health guidance allows. The hours of operation are as follows and we will notify you with any changes:

LOCATION	Mon - Fri	Sat - Sun
Brookfield Residential & Shane Homes YMCAs	5:30 am – 10:30 pm	7:00 am – 8:30 pm
Shawnessy, Remington, Melcor YMCAs	6:30 am – 8:00 pm	7:00 am – 2:00 pm
Saddletowne YMCA	11:30 am – 8:00 pm	7:00 am – 2:00 pm (Closed Sunday)
Gray Family Eau Claire YMCA	5:30 am – 2:00 pm	Closed
South Health Campus YMCA	Closed until further notice	Closed until further notice

(Please note: workout areas and pool close 30 minutes prior to facility closure)

Q: How did you make the decision on what the new temporary facility hours would be?

A: YMCA considered the pre-closure usage patterns based on data and used them, along with available resources, to set the hours. We will expand hours as soon as possible.

Q: Will you have specific hours for seniors-only access?

A: In a recent member survey, we heard from seniors that they value accessing the YMCA when there is a variety of people in the facility as it helps create a stronger sense of community. Many also expressed that they like to have flexibility in the hours they can access the Y. In response, YMCA Calgary will not be creating designated seniors-only hours, but ensuring the highest levels of cleanliness throughout the facility during all operational hours.

Q: Why is South Health Campus YMCA remaining closed?

A: Alberta Health Services has determined that the Wellness Centre (which includes the YMCA) must remain closed until further notice to limit public access to the hospital. South Health Campus Only Members are welcome to use the nearby Brookfield Residential YMCA at Seton up to a maximum of six months until Dec. 31st 2020. No additional action is required to access the nearby Brookfield Residential YMCA.

Q: Will my entire YMCA facility and all amenities be accessible when the YMCA re-opens?

A: We will be opening our centres according to the directives of local public health authorities. Some facility areas and amenities will have a staggered opening. **Currently, the following amenities will be closed or unavailable until further notice or until health guidance changes:**

- Climbing walls
- Steam Rooms
- Hot Tubs
- Child Minding
- Theatres
- Water Slides
- Flow Rider
- Youth Rooms
-
- Family Centres
- Multi-purpose Rooms
- Lobby and Locker Room
- Lounge Spaces
- Facility Bookings/Rentals/
Birthday Parties**
- Water fountains closed
(bottle fillers permitted where possible)
- Personal Care Products
- Towel rentals (towels still available to Membership Extra)
- Newspapers

(* Arenas will be available for rentals ONLY at this time. We hope to offer drop-in programs in the fall)

(** Currently only ice arenas are available to rent, and can be booked at www.ymcacalgary.org/rentals. Other facility rentals and birthday parties are unavailable at this time. We anticipate opening them in the Fall, and details will be updated at www.ymcacalgary.org/rentals.)

Q: Will you be offering Registered Programs?

A: Fall Registered Programs are now available for registration and will resume starting September 21, 2020. View more information and read our program guide by visiting <https://www.ymcacalgary.org/program-descriptions/>

Q: Will you be offering Personal Training?

A: Personal training will not be available in the initial stage of re-opening. We will provide notice as opportunities for this service become available.

Q: What group fitness classes will be available?

- A variety of outdoor fitness options are available (weather permitting) as a benefit of membership and can be booked by visiting <https://igniter.gigasports.com/home/login/ymcaca> Registration begins July 10th and bookings can be made up to three days in advance. Login using the same username used for drop-in fitness classes.
- Indoors, YMCA facilities will be providing a modified schedule of fitness classes similar to what we were offering pre-closure. That schedule will be released Monday July 13. Bookings can be made up to three days in advance. All changes to the group fitness schedule have been made in compliance with provincial health guidelines. MOSSA, Zumba, Synergy and Aquatic Fitness will NOT be offered in initial stages of opening. We look forward to offering these classes again as soon as we are able.

Q: Can you attend the outdoor classes and keep your membership on hold?

A: The outdoor classes are a benefit of active membership. On-hold members are welcome to access free online fitness resources on our virtual site at: virtualY.ymcacalgary.org

Q: How will swimming lessons work? How do you maintain physical distancing in a pool?

A: We will not be offering swimming lessons or registered aquatics programs in this phase of our re-opening. However, there will be controlled access for lane and recreational swimming.

Q: What can I do in the pools when you re-open?

A: We will be offering both Lane Swim and Recreational Swim.

Lane Swim:

- Shared use of one 25m swim lane for one hour for ages 8+.
- Individuals will be assigned a lane upon arrival
- Swimmers in a lane will be asked to take breaks at opposite ends of the pool.
- Swimmers will swim in straight lines back and forth and not in loops. This is to minimize passing and manage swimmer speeds.
- No access to Training Pool, other aquatic areas or weight floor. Session ends at appointed time and is not dependent on arrival time. Maximum of one lane swim appointment per day.

Recreational Swim:

- Shared use of Training Pool for 30 minutes. Each person attending requires an appointment (including children.)
- No access to Lap Pool, other aquatic areas or weight floor. Session ends at appointed time and is not dependent on arrival time.
- Recreational swim appointments are 30 minutes in a shared training pool, with limited capacity. (Families can choose to book back-to-back recreational swim appointments, for a total of 60 minutes.)

Test, Mark, Protect (coloured wristband water safety system):

- YMCA Calgary's Test, Mark, Protect system will be active for children ages 0-13 upon re-opening.
- As always, children between the ages 0-7 must stay within arms-reach of a caregiver at all times.
- All children between the ages of 8 and 13 who have access to water that is shoulder depth or higher (based on their booking) will be asked to complete a swimming skills test to confirm that stay safe in the water.
- For more info on the details on YMCA Calgary's Test, Mark, Protect program inquire at your local YMCA facility.

Aquatic Equipment:

- YMCA will provide access to frequently sanitized lifejackets, flutterboards and aquafit belts. No other pool equipment will be available.

All users are required to pre-book an appointment here: www.ymcacalgary.org/appointments. Appointments can be booked up to three days in advance.

Q: Will I have access to Basketball / Badminton / Pickleball / an open gymnasium?

A: 60 minute appointments for Basketball, Badminton and Pickleball are available at the Brookfield Residential YMCA at Seton, Shane Homes YMCA at Rocky Ridge and Saddletowne YMCA (Badminton only). Appointments are for one household (to a maximum of six people) per court (or ½ basketball court), and available during all operating hours.

Equipment (other than the net) is not provided, you must bring any balls or racquets required. The basketball courts may also be booked as a space for children to play / family fun. You are not required to play basketball, and will have half a court for your exclusive family use. **Appointments can be booked up to three days in advance at www.ymcacalgary.org/appointments.** Gymnasium bookings are limited to these three YMCA facilities in order to accommodate fitness classes in this phase of re-opening.

Q: Can I play Squash or Racquetball?

A: Courts are available to book at the Gray Family Eau Claire YMCA, using the existing booking system. Play is single player practice – no more than one person per court will be permitted. No equipment will be provided.

Q: Can I access locker rooms?

A: Locker rooms are available for swimmers. Although locker rooms and lockers are also available for other patrons, we strongly encourage you to come dressed in your workout clothing and, where possible, change and shower at home, as recommended within the current provincial guidelines for indoor recreation.

We will be limiting the number of accessible lockers, washrooms, showers, and change room stalls in order to maintain physical distancing of users in the locker room. We encourage all patrons to leave non-essential items at home.

Q: Will I have access to YMCA towels and equipment?

A: Towels will remain available to Membership Extra members. Users are free to bring their own towels onto the weight floor for use during workouts. Towel rentals will not be available for the time being.

To align with infection prevention measures, the YMCA will not provide equipment such as basketballs, soccer balls, racquets and other small personal equipment. Members and participants may bring their own towel and equipment for personal use only.

Q: Will water fountains be available?

A: Water fountains are not available, however bottle fillers (where possible) are available for personal use. Given the limited quantity of bottle fillers at some of our locations, we encourage all facility users to bring filled water bottles with them.

MEMBERSHIP AND FEES:

Q: I cancelled my membership and wanted to re-join but the YMCA was closed. Will I have to pay a joining fee?

A: Joining fees will be waived for any member who had an active membership in 2020 for the remainder of the calendar year.

Q: I placed my membership on hold PRIOR to the mid-March YMCA shutdown because of COVID-19. Will that hold automatically remain in place once you re-open?

A: Every membership was automatically placed on hold in mid-March. However, even if you requested a hold prior to our March 15 closure, we still need you to restate your intention to remain on hold for 3 or 6 months. If we don't hear from you, we will restart your membership on July 20th.

Q: Will drop-in or complementary YMCA passes that expired during the closure still be honoured?

A: Passes that expired during the shutdown period will be honoured until Dec 31, 2020.

Q: I made a membership payment between March 1 – 15, 2020 just before you closed? What happens next with that?

A: Members who have made a payment within this timeframe will see their next membership payment processed in August 2020 on the same payment schedule. You will not be charged for the month of July.

Q: How long can I choose to put my membership on hold?

A: In order to provide additional flexibility from our typical 3 month hold option, YMCA Calgary will be offering a 3 or 6 month hold option on any membership. If you're ready to come back before that, please contact your YMCA location and we will welcome you back at your convenience.

Q: How flexible will YMCA Calgary be on my membership options?

A: We understand that, for many, circumstances have changed because of the pandemic. We will be providing a number of options to allow members to continue with their YMCA membership. We will provide time ahead of our re-opening for you to consider these options, which include:

- Membership Hold. Place your membership on hold for either 3 months or 6 months.
- Financial Assistance. If you would like to come back but your financial situation has changed, please fill out the Financial Assistance request form available at YMCA locations
- Membership Cancellation.

To change your membership please call, email or visit us in person, for any assistance you need. Visit www.ymccalgary.org/program-descriptions/locations/ for contact information.

Q: What does Financial Assistance program look like when YMCAs re-open?

A: Any individuals and/or families that were receiving financial assistance prior to the closure of the YMCA will continue to have that honoured for the remainder of their membership term.

For individuals and families whose financial circumstance have changed in light of the COVID 19 pandemic, they will be able to apply for financial assistance by either providing proof that they have been approved through any of our partner organizations (City of Calgary, AISH, Health Benefits card etc.) or by providing documentation showing they received or qualified for EI benefits as of April 1, 2020. All individuals and families who meet this criteria will be approved for three months and then will need to re-apply to continue their assistance.

Q: What changes can I anticipate with the Membership Extra Membership category?

A: Extra Membership services will be affected due to directives from health authorities.

In Membership Extra Locker rooms throughout the city:

- Shared personal care amenities will not be available
- Hot tubs or steams rooms will not be available
- Access to personal tote boxes and towel service will remain available

At Gray Family Eau Claire YMCA Membership Extra:

- Access to personal tote boxes and towel service will remain available
- Laundry service will not be available
- There will be reduced access to in-locker room work out equipment which will be available through prior appointment only. **Appointments can be booked here: www.ymcacalgary.org/appointments**. Appointments can be booked up to three days in advance.

Q: Will you be reducing membership fees because of a temporary reduction in some services?

A: As YMCA's costs to operate have not significantly shifted, most fees will remain the same. We plan to add back services as soon as health guidance allows. YMCA membership fees also help support those who are unable to pay the full amount and we anticipate an increase in subsidy requests in the months to follow our re-opening.

Q: When will my first payment be withdrawn after opening?

A: YMCA memberships payments will resume July 20, 2020 onward and will maintain your existing billing cycle. There will be a notice period given in case members need to revise their membership status, including extending a hold or accessing financial assistance.

Q: Is the Calgary Flames YMCA Grade 6 Membership still available?

A: Although programming has moved online through a weekly virtual Flames Friday newsletter, this free membership supported by the Calgary Flames Foundation is still available and will be extended to expire Dec 31, 2020 for any children that began their membership after August 1, 2019. Grade 6 Memberships for 2020/2021 school year will be available as of August 1, 2020.

Q: I gave my membership fees as a donation during the closure (Stay With Us Campaign), can I continue to make this donation? When will I receive my tax receipt for this?

A: Your donation will stop once you have chosen to return to the YMCA, however, as a charity you can still continue to give monthly which helps ensure that everyone in our community can be healthy and active. Should you be continuing to place your membership on hold and would like to keep your donation active we would be grateful for your ongoing generosity.

Please discuss your donation options with member services staff or email philanthropy@calgary.ymca.ca.

Donations during the closure and while your membership is on hold will be tax receipted to you in a consolidated receipt, which you will receive no later than January 31, 2021.

Q: Can I have a facility tour?

A: We are not able to provide facility tours at this time. We hope to be able to offer tours in the near future.

**All terms are subject to change due to evolving health and safety guidelines from relevant health authorities*

**Have a question not answered here? Email us at:
membership.ecy@calgary.ymca.ca**

We can't wait to
welcome you back!



ymcocalgary.org