



# Member FAQs

August 27, 2020

**Q. How do I enter the Y?**

**A.** At this time, only the north entrance (near Sisters Café) will be available to enter the Y to support screening and physical distancing. Please park in the north parking lot. Don't forget your membership card and your mask!

**Q: When will you start taking membership fees?**

**A:** We won't start taking membership fees until you tell us too! Membership payments will not commence automatically. Individuals wishing to re-start their membership will be required to "opt in". If you do not wish to reactivate your membership at this time, it will remain on hold and no payments will be taken until we hear from you.

Our FREE pilot phase will end on Friday, August 28. Current members wishing to continue accessing the facility without interruption must reactivate their membership by notifying Member Services by phone 519-376-0484 or email [osgb.member@osgb.ymca.ca](mailto:osgb.member@osgb.ymca.ca) If you leave a message, please clearly provide your name and phone number. We will be back in touch to confirm your membership reactivation.

Thank you! No membership fees will be charged for two weeks from the date of membership reactivation as a thank you for Staying With Us and to return any over payments made in March 2020.

If you do not wish to reactivate your membership at this time, it will remain on hold and no payments will be taken until we hear from you.

**Q: I can't find my membership card! What do I do?**

**A:** Please send us an email: [osgb.member@osgb.ymca.ca](mailto:osgb.member@osgb.ymca.ca) Please be sure to include your name, date of birth, and address. Alternatively, you can call (519) 376-0484 and press "0". Our Customer Service Staff will be happy to help you! If you are unable to reach a Customer Service Representative, please leave a message and we will get back to you as soon as possible.

NOTE: Please ensure you have received confirmation that your new card will be waiting for you before attending the facility.



**Q: Do I need to bring my own mask?**

**A:** Yes, members are required to bring their own masks. Please wear your mask when you are moving through the facility, and only remove it when you are at the machine ready to start exercising or entering the shower or pool. If you stop to talk to someone, ensure you are 2 meters apart and wearing your mask.

**Q: I have a medical condition that makes it difficult for me to wear a mask, will I be permitted to enter the facility?**

**A:** Yes! The YMCA of Owen Sound Grey Bruce will be following the masking Order as issued by our Medical Officer of Health for the Grey Bruce Health Unit. We will not refuse entry to an individual that is exempt from wearing a mask as defined by the Order, including those with medical conditions. However, please continue to physical distance at least 2 meters from other people.

In the absence of an exemption under the Order, our expectation is that all staff, members and individuals utilizing our facility wear a mask when not participating in physical activity for the health, safety and well-being of our staff, volunteers, fellow members and participants.

**Q: Why are YMCA staff constantly reminding me about physical distancing, masking, and cleaning my equipment?**

**A:** These are new and challenging times and we are all bound to forget! Staff will provide friendly and gentle reminders to individuals about our new protocols.

Regardless of COVID, all individuals are expected to clean their equipment after each use in consideration for others. Members are also encouraged to provide fellow members with a kind reminder if they notice someone has forgotten to clean a piece of equipment after use.

If an individual consistently neglects to clean equipment after use, they will not be permitted to use the facility; they will be welcome to return when they are ready to follow proper cleaning protocols.

**Q: Why aren't there more fitness classes scheduled during the day?**

**A:** We will continually be assessing our fitness class schedule, based on demand. As more members reactivate their membership, we will be able to add more classes.

**Q: Will members have access to change rooms and showers?**

**A:** Effective August 28, all change rooms and showers will be available. However, it is extremely important that physical distancing of 2 meters and the use of masks occurs in the change rooms. This may mean that members may have to wait their turn. We encourage members to shower at home whenever possible. If one change room is busy, you may want to check out another change room. Please remember that the Family Change Room is co-ed.

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**Q: Why can't I bring my own hair dryer or curling iron?**

**A:** Unfortunately we can't allow any hair dryers because they move air particles around the room. We're asking members not to bring curling irons, straighteners or other hair tools because there is limited space available in change rooms due to physical distancing and we hope to avoid longer wait times.

**Q: Why can't I use the spinner in the change rooms?**

**A:** The spinners are currently closed because they can't easily be cleaned between each use.

**Q: When will swimming lessons start?**

**A:** We are planning to start lessons in October. Due to COVID restrictions (i.e. physical distancing) programming may change. Please stay tuned!

**Q: What amenities are not available?**

**A:** We are following public health guidance to do our best to ensure the safety of our members and to keep the COVID virus suppressed. At this time, the following will not be available:

- child minding
- water fountains
- steam rooms
- towel service
- hair dryers
- bathing suit spinners
- fans
- cardio machines that move air, such as rowers
- track, except for designated walking times
- mats and other difficult to clean equipment

**Q: Will you have a Lost & Found?**

**A:** Unfortunately, no. Members need to be extra diligent with their belongings. We will not be keeping Lost & Found containers therefore any items found (excluding keys, wallets/ purses, jewelry) will be donated to local charities.

**Q: I am attending with another member that requires assistance, am I required to physically distance?**

**A:** Personal Support Workers and family members/friends providing support to another member are not required to physically distance.

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**Q: Will you be offering a full schedule for Fall?**

**A:** We will try our best to offer a diverse range of programs for our Fall schedule. As more members reactivate their membership, we will be able to add more classes.

**Q: Will Sisters Café be open?**

**A:** Sisters Café will be opening in mid Septembers. Stay tuned for more info.

**Q; What happens if there is an outbreak at the Y?**

**A:** Our Y will work with the Grey Bruce Public Health for contact tracing. That is one reason why scanning your membership card is so important. We will inform members of the situation of a positive case of COVID-19. Public Health will provide direction regarding any next steps.

Again, members should follow all public health guidelines, including staying home if you are feeling ill, answering the screening questionnaire, physical distancing of at least 2 meters, wearing a mask, washing hands and practicing proper sneeze hygiene.

**Q: What is the Y doing to keep members safe?**

**A:** Staff have worked hard to implement new safety features, including:

- plexiglass at the Welcome Desk and Conditioning Centre Desk
- spacing equipment 2 meters apart, and 3 meters apart for intense cardio machines
- providing additional sanitation stations and sanitizer throughout the facility
- increasing our already excellent cleaning schedules, and adding fogging of the building daily for extra coverage
- ensuring our air handling system has recommended filters and provides appropriate fresh air into the facility
- planning flow throughout the facility, with signage and arrows, in support of physical distancing
- ensuring staff are trained in updated first aid protocols.

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