Central Lions Reopening Q & A

Updated March 2, 2021

The mission of CLSA has always been about enhancing the longevity and quality of life of our members through recreation, social, and educational opportunities. Though the pandemic has posed challenges to operations and programming, the CLSA team has worked hard to offer a range of activities that are relevant to the needs of our members and are compatible with public health guidelines set forth by AHS and the City.

Understandably, concerns have arisen regarding safety measures and other procedures that will be in place when we open. To make things a bit easier, we have compiled a “Reopening Q&A” to answer your questions about reopening.

Please know that the health and safety of our members, instructors, volunteers, and staff is top priority. Spring programming starts on **April 19th**, and we will be following the most recent provincial health recommendations to open safely. Reduced class sizes, staggered start times, and personal safety protocols are some of the practices that we will continue with in the spring. Our new, contact-free, online registration system is available now through our website. If you still have questions after reading the Q & A, let us know at [info@CentralLions.org](mailto:info@CentralLions.org).

Be assured that all the new policies and procedures introduced are designed to create a safe and enjoyable experience for everyone. The new protocols are meant to ensure we are doing our part in limiting the spread of the virus. Our policies will be amended as needed to reflect any updated information from AHS and the City. Information will be added to this Q&A document as questions arise.

To ensure the health and well-being of everyone who visits the centre, CLSA remains vigilant and adheres to advice from AHS and the City. Health and safety measures will be in place to minimize the risk of exposure. Members are welcome to resume activities when they feel comfortable to do so.

We thank you for your patience and understanding during this unpredictable time. With your cooperation and participation, we can play a role in limiting the spread, keep our doors open to our active CLSA community, and hopefully, resume some of our familiar routines once again.

Sincerely,

Your CLSA Admin Team

Central Lions Reopening Q & A

**(Updated March 5, 2020)**

**Health Protocols & Facility Preparedness**

**Q: What is CLSA doing to keep me safe?**

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**A:** Our commitment to your health and safety remains our top priority. We are closely following public health guidelines from AHS and the City to ensure the well-being of our members, volunteers, instructors, and staff. To keep visitors of the Centre safe, you will see the following practices in place:

* Upon entering the facility, we will ask members to wash their hands or use hand sanitizer. There will be several dispensers around the Centre to use as needed.
* Our Ambassadors will ask some health screening questions from our attendance consent form and take temperatures before participants can proceed to activity spaces.
* Once programs resume, only guests whose names appear on an attendance or reservation list will be admitted into the building. All other visitors must check-in at reception via the south doors.
* Anyone exhibiting COVID-like symptoms (dry cough, fever, sore throat, shortness of breath etc.), or anyone that has been travelling, or exposed to someone exhibiting symptoms, will be asked to self-isolate immediately.
* Time slots for activities will be spaced out to allow for proper cleaning and physical distancing. Some class participant sizes will be reduced to allow for distancing. And in some cases, we may move some activities to larger spaces to accommodate interest and comply with distancing guidelines.
* To minimize indoor congregation, we encourage you not to linger in the building; please arrive no more than 10 minutes before your class and plan to leave soon after.
* To adhere to physical distancing protocols, participants may have to wait outside of the building during the check-in process if there are many people are arriving at the same time. Please come dressed for the weather.
* We will be practicing Safe Six at all times: **Wash** your hands, **Wear** a mask, **Physical distance**, **Cover** your cough, **Clean** equipment and surfaces, and **Isolate** if you feel ill.
* Online registration will further reduce chances of exposure. Please note that only the south doors and foyer will be open.

**Q: What kind of facility safety measures will I see at the Centre when I return?**

**A:** CLSA will be implementing the following facility safety procedures in preparation for relaunch:

* COVID-19 safety training is mandatory for all staff and volunteers prior to opening to ensure the team is educated and best practice measures are in place to keep everyone safe.
* There are directional and physical distancing reference markers around the building and in classrooms. Individual rooms will be set up to accommodate distancing. Signs will be posted outside of rooms indicating occupancy limits and hygiene protocols.
* Sneeze guards have been set up at reception desks to minimize virus transmission.
* Our custodial team will frequently clean and disinfect high-traffic areas, surfaces and rooms.
* Designated washrooms will be available for use. Maximum two occupants at a time.
* When possible, participants are encouraged to bring their own equipment. Disinfecting wipes will be available around the centre to use as needed.
* Lockers, showers, and water fountains will not be available for use. Members must arrive in workout clothes. Bottled water will be available for purchase for $1.
* Everyone is required to wear a face mask, including during low-intensity exercise, as per the City Bylaw.

**Q: Do I need to wear a mask when I come to CLSA?**

**A:** [From the City of Edmonton Website](https://www.edmonton.ca/programs_services/emergency_preparedness/masks.aspx#:~:text=City%20Council%20has%20renewed%20the,should%20conditions%20warrant%20that%20action.) as of March 5, 2021:

“Wearing a mask or face covering is mandatory in all indoor public places and public vehicles.”

“City Council has renewed the bylaw requiring the use of face coverings in all indoor places and public vehicles until December 31, 2021.”

“New measures will be in place to ensure public health guidelines are followed. These requirements are:

* Maintain three metres distance from others while in facilities
* Avoid gathering inside and outside facilities
* Wear a mask or face covering at all times. Masks or face coverings are now mandatory when in a City recreation centre, including while involved in fitness activities
* Practice regular hand hygiene
* Stay home if experiencing any symptoms of COVID-19”

As the Central Lions Recreation Centre is a City-owned facility, everyone is required to wear a face mask as per the City bylaw. Please bring your own mask; we will have a small supply to share if you forget yours.

**Q: Do I need to wear a mask when I am engaged in physical activity? (Updated March 8, 2021)**

**A:** Starting March 5, 2021, masks or face coverings are now mandatory when in a City recreation centre, including while involved in fitness activities. **Masks or face coverings must be worn at all times including during low-intensity activities** (defined by being able to breathe and talk easily while engaged in the exercise. These include yoga, pilates, treadmill walking, all cardio and strength training equipment at a low intensity).

See the City of Edmonton website for more information: <https://www.edmonton.ca/programs_services/emergency_preparedness/covid-19.aspx>

This information may be subject to change and will reflect the most current AHS and City of Edmonton guidelines when we open in the spring. Please visit our website for the latest updates.

**Q: Will you sanitize the rooms between use?**

**A:** Rooms will be sanitized as required. This may mean staggered timeslots between classes, adjusted class times, or booked appointments for certain clubs and the Fitness Centre to ensure time for disinfecting. Disinfecting wipes will be available around the centre to use as needed.

**Q: Will class sizes be limited? How will CLSA make sure there is enough room between participants?**

**A:** Most class sizes have been reduced to comply with physical distancing protocols. This has changed the enrolment number for most activities. The facility has been evaluated and approved by the City of Edmonton and representatives from AHS. All rooms in the building have been marked with physical indicators and have been adapted to comply with physical distancing rules.

We encourage early registration so that we can adjust scheduling if necessary. If there is sufficient interest to run a second course (and depending on instructor/room availability) CLSA may decide to schedule second class or move the class to a larger space to accommodate for physical distancing.

**Q: What will CLSA do if someone tests positive for COVID-19 at the Centre?**

**A:** If anyone entering the centre is exhibiting symptoms, has travelled in the last 14 days, or has been in contact with someone with COVID-19, CLSA will have contingency plans in place for isolating and containing any potential exposure as directed by AHS and the City of Edmonton.

**Q: Will the cafeteria be open?**

**A:** At this time, there are no plans for the Ela Euro Catering (cafeteria) to open for dine-in service or take out. Check the website for updates.

**Programming Overview**

**Q: When will the Centre be open?**

**A:** Effective Saturday, December 12, all recreation centres are closed as per the new COVID-19 restrictions announced by the Government of Alberta. The Centre will remain closed until further notice.

Our staff will be working remotely but are available if you have any questions. Please email **info@centrallions.org** or call our land line 780-496-7369 and leave a message.

Spring Programming is scheduled to resume on **April 19th**. Please keep in mind, these dates are subject to change according to public health guidelines from AHS and instructions by the City of Edmonton.

**Q: What changes are being made to Spring Programming?**

**A:** To aid in reducing the risk of spreading the virus, a few programs, clubs and drop-in activities, special events, off-site adventures, and social gatherings like Tuesday’s Cuppa Corner are on hold until further notice. This includes the aerosol-generating nature of bands with wind instruments and singing. This may be subject to change according to public health guidelines from AHS and directions by the City of Edmonton. We are moving ahead with most fitness, general interest, health & wellness, art, music, language, and dance classes. Please see our Catalogue for more information. Our programming staff will be constantly monitoring programs to determine if registration is adequate to go forward with each class. As usual, be sure to register early.

For the most up-to-date information, watch the monthly newsletter and our website homepage for updates.

**Q: Will CLSA be offering online Classes over Zoom?**

**A:** At this time, CLSA will not be offering classes over Zoom.

**Clubs & ‘Circles’**

**Q: What are ‘Circles’ and how are they different than clubs?**

**A:** To allow some activities to resume, we have made adjustments to times, days, fees, participant capacity, and reservation requirements. The name ‘Circle’ will be used this season.

Any club that is moving forward for Fall Programming will temporarily be called a *'Circle.'* Any club that is not resuming operations this fall will remain known as a *'Club.'*

**Q: Do I have to book an appointment for a ‘Circle’?**

**A:** **\*\*NEW THIS SEASON\*\*** Now applicable to **ALL** Circles: purchase a barcode to reserve your time slot until the end of the season. Timeslots are available on a first come, first-served basis. Participants must be CLSA members.

All **Card-Playing and Walking Clubs, the Drama Club, and most band clubs** are temporarily suspended until further notice.

**Overview of Sports Circles**

**Info and Requirements​**

**Badminton**  (16 Players per barcode) Mondays (3 hr time slot; 8:45 a.m. – 11:45 a.m.)

**Pickleball**  (16 players per barcode) Tues, Wed, Thurs (3 hr time slot; 8:45 – 11:45

a.m.; 12:15–3:15 p.m.)

**Table Tennis** (40 players per barcode) Friday (3 hr time slot; 8:45 a.m. – 11:45 a.m.)

**Snooker**      (8 Players) Mon–Fri (3 hr time slot; 1st appt: 8:45 – 11:45 a.m.; 12:15 –3:15)

**Fitness Centre** (5 athletes) Mon–Fri (90-minute time slot; 9:00 a.m. – 2:00 p.m.)

Our policies are based on provincial health recommendations at the time of writing (March 2021) and were created to ensure the health and safety of all sport-playing members. The policies were issued as a means of allowing sports to be relaunched safely at CLSA.

The following procedures have been put in place for Sports Circles:

* Due to the popularity of the sport, please exercise good sportsmanship and share the limited appointment times.
* Doubles are allowed for sports; four players allowed per court (4 courts – 16 players total) per time slot for badminton and pickleball; 10 tables for Table Tennis). We encourage picking a cohort to play with for the season.
* **Masks or face coverings are now mandatory when in a City recreation centre, including while involved in fitness activities (Updated March 8).**
* All players must have a CLSA membership to participate.
* Players must arrive no more than 5 minutes before play time and must not linger in the building after play.
* Players will be required to submit to a quick wellness check.
* Players must come in their workout clothing as the locker room/shower/lockers will not be available.
* Players must bring their own racket and ball.
* Players must wear face masks in common areas.
* Bring your water or purchase a bottle ($1) from the Fitness Centre. Water fountains will be closed.

**Q: The Circle I want to join is full. Does CLSA have a waitlist?**

**A:** Yes. If the activity in which you wish to register is full, you can be waitlisted. If there is a cancellation, we will contact members in the order received on the waitlist.

We encourage early registrations so that we can make adjustments to scheduling if necessary. If there is suﬃcient interest run a second course/activity (and depending on instructor or room availability) this might mean scheduling a second timeslot or moving to a larger room to allow for distancing.

**Registration**

**Q: When will registration begin for the Spring season?**

**A:** Registration for Spring Programming begins on **March 29th**. You can visit the new registration site by clicking “My Account” on the Central Lions homepage. Click [here](http://www.centrallions.org) to visit our website.

Online registration helps to reduce the foot traffic in the building and is meant to limit the risk of virus exposure. If you require assistance, you can call us at **780–496–7369** or visit the centre in person. The registration desk is open from

**March 29 – April 7: Monday–Wednesday 10–2 pm**

**Starting April 11: Monday–Friday 10–2 pm**

**Q: How do I set up my account on the registration site?**

**A: If you are logging in to the registration system for the first time, follow these instructions. Please note:** if you had a membership from 2020, your account has already been created for you. Here are the steps to activate your existing account:

1. Click on the following url: [https://app.bookking.ca/centrallionspub/account](https://app.bookking.ca/centrallionspub/account" \t "_blank)
2. Under "I Forgot My Password," click "Click here to retrieve your Account Information"
3. Then enter your first name, last name, username (which is the email address you gave us when you fill out the membership forms)
4. Enter the security check and click on "Send Email"
5. Go to your Email account and find the email that was sent to you with the subject title "Account Lookup Request"
6. Please click on the link contained in the email message. You will be automatically logged on to the edit account page where you can select a new password.

If you have any trouble logging into the system, please let us know; sometimes it’s a simple typo on our end, or the name on the account is your birth name and not the name you use every day! It’s an easy fix. Our Registration Desk Hours are Mon–Wed, 10 –2 pm starting March 29–April 7; Starting April 11: Monday–Friday 10–2 pm. Please call 780–496– 7369.

**Q: How do I get emails from CLSA?**

**A:** You can get emails by signing up for our newsletter. Simply visit our website [here](http://www.centrallions.org) and scroll to the bottom of the homepage to find our newsletter subscription form. If you have signed up but still aren’t receiving emails from us, be sure to check your “Spam” inbox and click “Allow emails from this sender.” If you are still experiencing issues, please give us a call at **780–496–7369.**

**Q: I haven’t been able to use the facilities since March 2020. What happens to the fees I paid?**

**A:** All valid 2020 memberships purchased from **January to March** last year have been automatically rolled over into 2021 memberships. Memberships and Reciprocal Memberships that were purchased from **September to December** will be credited to your account. Accepted rollovers will assume consent to the CLSA code of conduct and liability waiver.

New 2021 **55+ memberships** will be available for purchase online the week of March 29 for a pro-rated annual fee of $25, **Under 55 memberships** will be available at a pro-rated fee of $50, and **Community Memberships** (Reciprocal Memberships) will remain $5.

CLSA requests that members sign in to their online membership accounts prior to the spring session to confirm and update account information, including emergency contacts. If you purchased a Membership in 2020 your account has already been created for you.

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**An Important Note on Club Fees**

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Credits for club fees from 2020 have been issued to your “Wallet,” which can be found in your account on our online registration system. These credits will remain on your account until you decide to use them for next year’s membership or activity fees. If you would like a refund instead of a credit, please email [refunds@CentralLions.org](mailto:refunds@CentralLions.org).

**Fitness Centre**

**Q: When are you opening the Fitness Centre?**

**A:** The Fitness Centre is scheduled to reopen on **Monday,** **April 12th**. Fitness Centre Hours have been adjusted to Monday – Friday 9:00 am – 2:00 pm (Time slots are 90 mins long).

**Q: How do I book an appointment for the Fitness Centre?**

**A:** **\*New for spring\*** Purchase a barcode to reserve your 90-minute time slot until the end of the season

**Q: Will there be limited capacity in the Fitness Centre?**

**A:** Yes. To ensure proper physical distancing, no more than five members allowed in the Fitness Centre at any time.

Due to the pandemic, we have altered operations for the Fitness Centre as follows:

* Under the friendly and qualified supervision of the fitness monitors, spend your 90 min appointment getting a full body workout through cardio, free weights and more.
* Come prepared in your workout clothes: due to COVID, the lockers, change rooms and showers are not available. Water fountains are also not available at this time. CLSA will have bottled water available at the Front Desk for $1.
* We encourage you to arrive no more than five minutes prior to your time slot, and please plan to leave as soon as possible following your workout.
* You will be required to complete the health screening process each time you enter the building.
* Masks will be required in the Fitness Centre whenever a participant is **not** engaged in athletic activity

**Q: Will the showers and locker rooms be open?**

**A:** To prevent indoor congregation, the showers and locker rooms will not be available for use. To the extent possible, we recommend that members arrive dressed in their play clothing. Water fountains will not be available at this time. CLSA will have bottled water available for $1.

**Volunteers**

**Q: Will there be a volunteer orientation session?**

**A:** Yes! Prior to reopening, all volunteers will receive training about COVID-19 and the best practice measures to keep everyone safe. If you are interested in volunteering for the CLSA relaunch, please contact [Francine@CentralLions.org](mailto:Francine@CentralLions.org) for more details.