

Dear Members,

Life has been anything but normal these past few months, and we sincerely hope that you and your loved ones are doing well.

Our Board of Directors has been closely following updates, recommendations and bylaws related to this pandemic. After careful consideration of the current information from Alberta Health Services and the City of Edmonton, the Board has decided that it would be prudent that we wait a little longer before we commence fall programming.

The health and safety of our members, volunteers, instructors and staff are top priority. All the new policies and procedures to be introduced upon reopening are designed to create the safest environment possible for everyone, and they will be amended as needed to reflect any updated information from AHS and the City. Please see page 2 to learn more about our new safety protocols.

Our Fall Program Guide will be emailed to members and also posted on our website. While we will not be mass printing or distributing the full Guide, abridged versions will be printed for members without email and sent via Canada Post. The Guide will be available on **September 7th**.

In fall programming news, we have moved away from the City's RAMS / 311 / Move, Learn, Play system and are implementing new registration software tailored to us (see page 2 to learn more). We have adjusted program offerings and the way clubs are operated by altering days / times / and prices, and due to the pandemic, most drop-in activities have been suspended until further notice.

Our staff continue to work remotely but are available if you have any questions. Contact us at info@CentralLions.org or leave a message on our main line at 780-496-7369. For the most up-to-date information, please keep an eye out for upcoming newsletters or visit our website at CentralLions.org.

Thank you for patience and loyalty throughout this unpredictable time. We value your trust and look forward to welcoming you back again!

Your CLSA Admin Team

To ensure a smooth relaunch, we need more volunteers who are able and willing to assist with screening at entry points, providing information over the phone and other additional tasks. PPE will be provided, along with complete safety and process training (Thursday, October 8th). **If you are interested in attending our volunteer COVID-19 training for relaunching** (and have not already indicated so in the survey), please contact Francine@CentralLions.org for more details.

The **AGM date has been changed** and will now be on **October 15th** at 1:00 p.m. in the Auditorium. Safety protocols will be in place. We will not be offering refreshments. Documents (Agenda, Minutes, Audited Financial Statement, proposed bylaw changes) will be emailed again for your review in advance; hard copies will not be handed out at the meeting but will be presented electronically.

To help us prepare for proper set-up, please **R.S.V.P.** to info@CentralLions.org, **by Oct. 9th** subject line: AGM, and include your name, phone and membership number in the body. If you do not have an email address and wish to attend, leave a message with your full name, membership number and phone number at 780-442-0934.

Introducing our NEW Online Registration System

While our building has been shuttered, our staff has been developing a brand new online registration system for easy membership purchase/renewal and fall program registration.

Mark your calendars! The new system will launch on Monday September 7th with access to confirm and update account information and view programs. Registrations will open on Monday September 14th. This user-friendly process will eliminate lineups at the registration desk, reduce foot traffic in the building and provide members, volunteers, and staff with a safe and enjoyable registration experience. We will send you an email early September with step-by-step instructions for logging into your existing account, searching for programs, and purchasing barcodes.

Starting Monday, Sept. 14th, the registration desk staff will be available to assist you in person and over the phone on Mondays, Tuesdays and Wednesdays from 10 a.m. to 2:00 p.m. only. Please note that only the south doors and foyer will be open to the public.

You've Got Questions. We've Got Answers!

CLSA recently conducted an online relaunch questionnaire of members to better understand your thoughts and concerns on returning to Central Lions for fall programming.

The survey helped us learn what programs and clubs you were most excited to see come back, and we have carefully reviewed the information gathered to determine how we can best serve you during the ongoing public health situation. Thank you for all the input and suggestions. Your participation is greatly appreciated!

If you don't have an email address, we have tried to anticipate some of your questions. We strongly encourage you to acquire an email address and provide it to us so we can include you in all timely updates with the latest information.

We understand your concerns and have gathered a list of topics about COVID-19, your safety, and how fall programming will work. We thank you in advance for your cooperation and participation.

Facility Preparedness

- ◆ 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 will be directional and physical distancing reference markers around the building and in classrooms.
- ◆ 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.
- ◆ Individual rooms will be set up to accommodate distancing.
- ◆ Lockers, showers and water fountains will not be available for use. Members must arrive in workout clothes. Bottled water will be available for purchase.
- ◆ 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. We recognize that you come to socialize, and we kindly ask that you do so outside of the building to allow for safe distancing.
- ◆ Everyone is required to wear a face mask as per the City Bylaw.

What We Are Doing to Keep You Safe

- ◆ Online registration will further reduce chances of exposure (see previous page for registration desk days and times). Please note that only the south doors and foyer will be open.
- ◆ North doors will be open starting October 26th – specifically for gym and Fitness Centre users.
- ◆ 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.
- ◆ Guests will complete an *Attendance Consent Form* each time they enter the building.
- ◆ We request that participants arrive just prior to the start of the activity and leave the building as soon as the class has ended. Linger is discouraged.
- ◆ Upon entering the facility, we will ask members to wash hands and use hand sanitizer. There will be several dispensers around the Centre to use as needed.
- ◆ Our Ambassadors will ask some health screening questions and take temperatures before participants can proceed to activity spaces.
- ◆ Anyone exhibiting COVID-like symptoms (dry cough, fever, sore throat, shortness of breath etc.) will be asked to self-isolate immediately.
- ◆ Timeslots for classes and activities will be spaced out to allow for physical distancing.
- ◆ Some class participant sizes will be reduced to allow for distancing.
- ◆ We will be practicing **Safe Six** at all times: **Wash** your hands, **Wear** a mask, Physical **distancing**, **Cover** your cough, **Clean** equipment and surfaces and **Isolate** if you feel ill.

Programming Overview

- ◆ To aid in reducing the risk of spreading the virus, several programs, clubs, and activities must be put on hold. This includes the aerosol-generating nature of wind instruments and singing, and the hands-on, high-touch aspect of activities like cooking classes, crafts, clinics, and offsite adventures.
- ◆ We are moving ahead with some fitness, general interest, health & wellness, art, music, language and dance classes. 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.
- ◆ New this term as a pilot project are some Tuesday evening activities. See the Guide for details.
- ◆ Special events and social gatherings like Tuesday's Cuppa Corner are on hold until further notice.
- ◆ Watch the monthly newsletter for updates.

Everyone is required to wear a face mask as per the City Bylaw.

Please bring your own: initially, we will have a small supply to share if you forget yours.

Clubs, Activities & Practices

In January, many members purchased barcodes to participate in a club. When our doors closed last March, we calculated credits and applied them to each member's account in the new registration system. When you log onto the new system for the first time, you will see a credit in your 'wallet.' You will be required to spend this credit on your next purchase of a barcode or membership renewal.

Moving Forward...

To allow some activities to restart, we have made adjustments to times / days / fees / maximum number of participants and reservation requirements. As a result, the following points will apply:

- ◆ Participants must be CLSA members.
- ◆ Access is by advanced reservation (in the new software) on a first-come, first-served basis.
- ◆ Play is pay-per-use. Fees per activity vary.
- ◆ Water fountains will be out of order but bottled water will be available for purchase (\$1) from the Fitness Centre and reception desk.
- ◆ Music (bands with wind instruments, choir etc.) has been suspended until further notice.
- ◆ Primary points to be aware of are:
 - ◆ Face mask protocols (as of October 26th) will be in place.
 - ◆ **Sports** activities in the gym
 - ◇ Single players only - no doubles. Not even cohorts!
 - ◇ Locker rooms / showers will be closed: athletes must arrive in their workout attire.
 - ◇ Playtimes for Badminton (Mon.), Pickleball (Tues., Wed., Thurs.), and Table Tennis (Fri.) have been scheduled in one-hour increments, for a flat \$5 fee, with a maximum of eight players in the gym at a time. These activities will be monitored for one month and adjustments may be made based on permissions from AHS and the City, and feedback from players.
 - ◇ Athletes will log onto the registration page, select their day and time, purchase the reservation option of *Group* play or *Individual* play barcode and make the purchase with a credit card.
 - ◆ **Lapidary, Stained Glass**
 - ◇ As usual there must be at least two members present for the room to open.
 - ◇ The schedule and fee have been adjusted to accommodate as many members as possible.
 - ◆ **Drama, Writing, Investors, Knitting, Photography**
 - ◇ Will resume by purchasing the barcode for the session.
 - ◆ **Drop-in Classes** such as **Tai Chi and Roaring Lions Walking group**
 - ◇ Must call 780-496-7369 to reserve a spot as space is limited. A \$2 cash fee will apply.
 - ◆ **Whist and high-touch card and board games**
 - ◇ Have been suspended until further notice.

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Please bring your own: initially, we will have a small supply to share if you forget yours.

Fitness Centre (FC)

Our Fitness Monitors are excited to welcome you back to the FC. They have selected the five most popular stations for you to use, with the rest blocked off to allow for physical distancing.

- ◆ No more than five members will be allowed into the FC at any time.
- ◆ Accessing the Fitness Centre will be by reservation only, in one hour blocks.
- ◆ Reservations must be made online and a standard drop-in fee of \$5 will be charged for each visit.
- ◆ For your own safety, we encourage you to clean equipment before and after each use.
- ◆ Members will have to come in workout attire as the lockers, locker room and showers will not be available for use.
- ◆ If you had a 10-visit or monthly pass on file when we closed in March, your account has been credited. You can apply the credit in your 'Wallet' when reserving your next workout.
- ◆ Everyone is required to wear a face mask as per the City Bylaw. Please bring your own: we will have a small supply to share if you forget yours.

All Other Programs

Carol Mudryk, our programmer has spent a tremendous amount of time creating an exciting and balanced fall session. We are sad that many activities have to be postponed due to the pandemic. Some of these course were offsite adventures, crafts and cooking. We will try to offer them in future sessions.

Be sure to register early so we can make adjustments, if necessary. This might mean scheduling a second timeslot due to interest or move to a larger room to allow for distancing. Our new registration system allows us to make refunds quickly, in the event of a cancelled class.

Final Thoughts

These past months have been challenging, and the next few will bring new thoughts, ideas and practices to the forefront.

With hindsight, we will clearly see what we could have / would have / should have done. Please know that we are doing the best we can with the information and direction we've been given.

We cannot allow our COVID fatigue to get in the way of our better judgement to keep ourselves and each other safe and healthy.

We are proceeding with caution and realize that not all of the adaptations we are making this fall are agreeable to everyone. The adjustments we've made to our business, along with the programs we are offering, are the starting point for us to resume some familiar routine in our lives. Please take time to assess your personal risk prior to returning to CLSA. As much as we'd like to see familiar faces, we'd rather it be under happy and fun circumstances.

As best practices change, we will do our best to adjust to the latest direction from Alberta Health Services and the City of Edmonton. We look forward to being able to welcome you back!



*Presenting exercise, art, music, and educational classes that enrich
mind, body and spirit to enhance longevity and quality of life.*

www.Centrallions.org

11113 - 113 Street Edmonton, AB T5G 2V1

780-496-7369