

Dear Members,

With the recent rise in COVID cases due to the Delta variant, CLSA is **announcing an important measure** to ensure the safety of all members, volunteers, instructors, and staff as we get ready to return for the fall.

Please read this document to the end, and then, **read it again**; It's full of important details that require a timely response.

This decision was made in consultation and with the full support of your Board Executive Committee. We recognize this is unexpected and we wish it was unnecessary. We would rather have low enrollment instead of another shutdown. So here we go...

Sincerely,  
Susan Mann  
Executive Director

<p><b>Why am I receiving this communicue?</b></p>	<p>We have received numerous inquiries about the status of reopening this fall at CLSA.</p> <p>Yes: we are going ahead with courses this fall.</p>
<p><b>What is the Important Measure?</b></p>	<p>Effective immediately, <b>proof of full vaccination</b> will be required to attend any programs or activities at CLSA this fall. Second vaccinations must be dated at least 14 days before the start of your activities.</p>
<p><b>Who does this affect?</b></p>	<p>This new measure applies to all members, instructors, staff, volunteers, and visitors of CLSA.</p>
<p><b>Why is CLSA doing this?</b></p>	<p>Throughout the pandemic, CLSA has been committed to the health and safety of our members, volunteers, instructors by preparing for and responding to the changing circumstances of COVID-19.</p> <p>We believe this policy is essential to providing a safe environment for our members, instructors, volunteers, and staff and is a way to help our communities reopen safely.</p> <p>We hope this is a temporary measure, and with the recent rise in</p>

	<p>cases, we are doing our part to limit the spread of the virus and protect vulnerable people and the community.</p> <p>We will monitor the situation and communicate required updates to ensure a safe environment for everyone visiting our facility.</p>
<p><b>What type of verification can I use to prove my COVID-19 vaccination status?</b></p>	<p>There are three types of verification to prove your vaccination status:</p> <ul style="list-style-type: none"> <li>• The paperwork provided at the time of your <b>second</b> vaccination; or,</li> <li>• A status record from your pharmacy or doctor; or,</li> <li>• Display your <a href="#">Alberta Health Services - MyHealth Records</a> on your phone and provide us a screen shot or print out the information (Visit the AHS MyHealth Records website <a href="https://myhealth.alberta.ca/myhealthrecords">https://myhealth.alberta.ca/myhealthrecords</a> to get login instructions).</li> <li>• <b>*NEW*</b> Government-issued digital QR code from MyHealth Records when the technology becomes available.</li> </ul> <p>We <b>REQUIRE</b> that all patrons provide proof of vaccination prior to attending a CLSA program or activity.</p>
<p><b>What about my personal information?</b></p>	<p>The <b>Personal Information Protection Act</b> (PIPA) is consent based and allows organizations to collect personal information for reasonable purposes.</p> <p>Rest assured that we are collecting and will keep this information confidential. We will not share it externally or use it for any other purpose than to support this temporary measure.</p> <p>For further information on PIPA law, visit: <a href="https://www.alberta.ca/collecting-personal-information.aspx">https://www.alberta.ca/collecting-personal-information.aspx</a></p>
<p><b>How do I show CLSA my COVID-19 vaccination records?</b></p>	<ol style="list-style-type: none"> <li>1. Provide proof of vaccination by sending a scan or photo of your proof to <a href="mailto:IAmVaxxed@CentralLions.org">IAmVaxxed@CentralLions.org</a>.</li> </ol> <p>Once your proof is confirmed in the CLSA system, you will receive an email confirmation from us, and you can continue with your activities this fall.</p> <ol style="list-style-type: none"> <li>2. Visit the Centre in person during our open office hours: starting <b>Sept 7: Mon-Fri 9 a.m. – 4 p.m.</b> (Note: We are closed on Sept. 6 for Labour Day).</li> </ol>

	<ul style="list-style-type: none"> <li>• <b>Step 1</b> – Bring your proof of vaccination and make sure your mask is on before you enter the building.</li> <li>• <b>Step 2</b> – Sanitize your hands upon entering.</li> <li>• <b>Step 3</b> – Look for the “Proof of Vaccination” station in the lobby.</li> <li>• <b>Step 4</b> – Provide your proof to a member of our team and they will note it in the CLSA registration system.</li> </ul> <p>We recommend that members <b>avoid the line-up and delays</b> by providing proof as soon as possible, not just on the first day of your class or planned activity.</p> <p><b>If we do not have proof of your vaccination by Monday, September 13<sup>th</sup>, you will not be allowed to go past the lobby.</b></p>
<p><b>How do I book a vaccination appointment?</b></p>	<p>Vaccinations can be booked through AHS, pharmacies, at a doctor’s office, or by calling 811. <a href="#">Click here to visit the Government of Alberta website</a> to learn more.</p>
<p><b>What happens if I am NOT fully vaccinated?</b></p>	<p>Members who are not fully vaccinated will <b>NOT</b> be permitted to partake in our programs until they are fully vaccinated. There are <b>NO</b> exemptions to this policy.</p>
<p><b>If I am not double vaccinated by the start of the term on September 13<sup>th</sup>, how do I withdraw from a class and request a refund?</b></p>	<p>You can withdraw from a program by filling out the <b>Program Withdraw Request Form</b> (Refer to the attachments in the email, or visit our website <a href="http://www.CentralLions.org">www.CentralLions.org</a> and look for “Forms” in the menu bar).</p> <p>Please indicate in the body of your email if you would prefer:</p> <ul style="list-style-type: none"> <li>• A credit to be issued to your ‘wallet’; or</li> <li>• If you’d prefer a refund cheque sent to you</li> </ul> <p>After filling out the withdraw request form(s) members can send their refund request to <a href="mailto:Refunds@CentralLions.org">Refunds@CentralLions.org</a>.</p> <p>Call 780-496-7369 if you have any questions. You will likely have to leave a message and we will respond as soon as possible.</p>
<p><b>How do I transfer to another class if I am not</b></p>	<p>Classes may be cancelled and some members may want to transfer to the course offered at a later date. You will be notified</p>

<p><b>fully vaccinated or will not have proof by September 13<sup>th</sup> that I am double vaxxed?</b></p>	<p>by our office team if your class is cancelled.</p> <p>You can transfer to another class by filling out the <b>Program Transfer Request Form</b> (Refer to the attachments in the email, or visit our website <a href="http://www.CentralLions.org">www.CentralLions.org</a> and look for “Forms” in the menu bar) and send it to <a href="mailto:info@CentralLions.org">info@CentralLions.org</a>.</p>
<p><b>What about Instructors?</b></p>	<p>All CLSA instructors will have to be vaccinated to teach at the centre this fall.</p>
<p><b>What is your mask policy?</b></p>	<p>Following the City of Edmonton’s bylaw, face masks are required to enter the facility. Your mask must be secured over your nose and mouth.</p> <p>If any visitor refuses to wear a mask or face covering, they will not be permitted into the facility.</p> <p><b>Masks will be required during physical activities; this includes during high and moderate activity classes, for all paddleball sports, and at the Fitness Centre.</b></p> <p><b><u>For high-intensity activities:</u></b> Please try wearing your mask as long as you can. If you need to take a break, pull your mask down to catch your breath. Once you’ve recovered your breath, please place your mask back on.</p>
<p><b>What if I cannot get the vaccine due to physical or psychological reasons?</b></p>	<p>We are sympathetic to your situation and will invite you to return once our double vaccinated policy is lifted.</p>
<p><b>Will the cafeteria be open to the public?</b></p>	<p>Yes, the cafeteria will be open. Be aware that the cafeteria is a public space not under the responsibility of CLSA. You may encounter people who are not vaccinated in this space.</p> <p>Should a person arrive for the explicit intent of going to the cafeteria, they will be required to sanitize, don a mask, and be escorted to the cafeteria by a CLSA ambassador. They will not be permitted in other parts of the building.</p> <p>This will also be true for guests of our partners (City of Edmonton rental, Host Lions and Marigolds) who have business in the building during CLSA hours of 8:30 a.m. – 4:30 p.m. Monday to Friday.</p>

<p><b>We understand that this decision will not please everyone.</b></p> <p><b>If you have a...</b></p> <ul style="list-style-type: none"> <li>• <b>Concern, or a</b></li> <li>• <b>Comment, or a</b></li> <li>• <b>Complaint...</b></li> </ul>	<p>We've heard it all! More than once from:</p> <ul style="list-style-type: none"> <li>• Mainstream and alternative media.</li> <li>• Facebook, Twitter, YouTube, TikTok etc. etc. etc. etc.</li> <li>• Professionals, politicians, medical experts, brothers / fathers / sisters / mothers-in-law, armchair critiques, friends and foes.</li> </ul> <p>We've heard the pros and cons...alleged facts and conspiracies.</p> <p>There's nothing more to add. <b>Keep it to yourself.</b> For every comment that can be made, a counter comment can be made.</p> <p>Our motivation in taking this drastic action is to provide a safe, comfortable, positive, and friendly environment for members (who are particularly vulnerable to the devastating effects of this virus and its variants) who have taken measures to rejoin society in a safe manner.</p> <p>We will not rid our community of this pandemic, but we may make a small impact by working together to protect each other and attempt to slow the spread.</p>
<p><b>On a final note...</b></p>	<p>We ask that you continue to be kind and patient with our amazing staff and volunteers; they are here to assist you.</p> <p>Please keep in mind that they did not make this decision, but they would love to hear your POSITIVE comments on our actions to keep you safe.</p>