

Central Lions Reopening Q & A

September 28, 2020

The mission of CLSA has always been about enhancing the quality of life for older adults through recreation, education, and socialization. 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 for the fall. To make things a bit easier, we have compiled a “Reopening Q&A” here to answer your questions about reopening.

Please know that the health and safety of our members, instructors, volunteers, and staff is top priority. Fall programming starts on **October 26**, and we will be following the most recent provincial health recommendations to open safely. Reduced class sizes, staggered start times, and personal safety protocols will be implemented. 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.

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.

We recognize that not everyone will agree with the new practices in place, and that is understandable. 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

Health Protocols & Facility Preparedness

Q: What is CLSA doing to keep me safe?

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 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.
- All visitors will be asked to sign our Attendance Consent Form. You can download and fill out the consent form from the website ahead of time if you like. Please fill out the form on the day of your activity and bring the printout to the centre.
- 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 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.
- North doors will be open starting October 26th – specifically for gym and Fitness Centre users.

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. Safety training will be conducted by The Nurse Next Door 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. 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.
- Everyone is required to wear a face mask as per the City Bylaw.

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

A: The City of Edmonton has mandated masks at all city-owned facilities as of August 1, 2020.

As CLSA 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?

A: Whenever a participant is engaged in "**high-intensity activity**" (treadmill, pickleball etc.) facemasks do not need to be worn as per direction from AHS. However, for **low-intensity classes** (gentle yoga, gentle move and groove etc.), where participants are distanced at 2-3 metres apart, the current policy is that **masks do not need to be worn during the activity, but they do need to be worn before and after the activity, including if the participant leaves their mat or designated area** (or they find themselves in a situation where the 2-metre distance cannot be maintained).

This may be subject to change between now and when we open on **October 26**, and it may change depending on AHS public health guidelines at that time. We will also be gauging this policy within the first two weeks of opening and make appropriate amendments as needed.

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: Has CLSA considered extending hours?

A: We are piloting Tuesday Evening classes this season—please see page 6 of our Catalogue for the list of classes offered. The centre will be open from **8:30 a.m. – 8:30 p.m. on Tuesdays only**.

Q: Will the cafeteria be open?

A: At this time, there are no plans for the 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: The Centre is currently open for registration only from Mon–Wed 10–2 pm.

The Centre officially opens for ‘circles’ (formerly known as clubs; see next page) and the Fitness Centre on **October 26**.

Fall Programming is scheduled to resume on **November 2**. 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 Fall Programming?

A: To aid in reducing the risk of spreading the virus, several programs, clubs and drop-in activities, special events 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, and the hands-on, high-touch aspect of activities like cooking classes, crafts, most clinics, and off-site adventures. 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 some fitness, general interest, health & wellness, art, music, language, and dance classes. Please see our Fall 2020 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. New this term as a pilot project are some Tuesday evening activities. See page 6 in the Catalogue for details.

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: Sports circles such as **Badminton, Pickleball, Table Tennis, and Snooker** are bookable by appointment only. Timeslots are available on a first-come, first-served basis and can be booked by calling **780-496-7369**. See the next page for more information about Sports Circles.

Non-sport circles such as **Lapidary, Stained Glass, Investors, Knitting & Crochet, and Wonders of Writing** will resume by purchasing the barcode for the season (See the Catalogue for barcodes). See page 8 of Q&A for more information about non-sport circles.

Band, Card-Playing, Walking, and Drama Clubs are temporarily suspended until further notice.

Overview of Sports Circles

Info and Requirements

Badminton (8 Players) Mondays (1 hr time slot; 1st appt: 9 a.m.; last appt: 1:30 p.m.)

Pickleball (8 players) Tues, Wed, Thurs (1 hr time slot; 1st appt: 9 a.m.; last appt: 1:30 p.m.)

Table Tennis (16 Players) Friday (1 hr time slot; 1st appt: 9 a.m.; last appt: 1:30 p.m.)

Snooker (8 Players) Mon–Fri (3 hr time slots; 1st appt: 8:45 am; last appt: 12:15 p.m.)

Fitness Centre (5 athletes) Mon–Fri (1 hr time slot; 1st appt: 8:45 a.m. Last appt: 1:45 p.m.)

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

Reservation slots are available only for two weeks in advance. Call 780–496–7369 (M–W, between 10 a.m. – 2 p.m.) to book your play time: 9:00 – 10:00/ 10:30–11:30/ 12:00–1:00/ 1:30–2:30.

- Due to the popularity of the sport, please exercise good sportsmanship and share the limited appointment times.
- Single play only. Book with a friend or play with a random member who shares your appointment time.
- To ensure distancing, no doubles will be allowed. **AHS considers this a high-aerobic activity. Therefore, a face mask is not required while on the court, but a 3 m distance must be maintained during play.**
- 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.

The individual fee per appointment time has been set at \$5. Payment can be made from the credit on your account or by cash at the Fitness Centre.

Non-Sports Circles

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. Purchase a barcode (see Catalogue) to reserve your time slot until the end of the season.

Writing, Investors, Knitting & Crochet

Will resume by purchasing the barcode for the session. Purchase a barcode (see Catalogue) to reserve your time slot until the end of the season.

Drama

Due to COVID-19, the Silver Stage Drama Club has decided to postpone operations until the 2021 Winter season.

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 fall season?

A: Registration for Fall Programming is now officially open! You can visit the new registration site by clicking “My Account” on the Central Lions homepage. Click [here](#) 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

Sept 14–Oct 14: 10–2 pm Monday–Wednesday

Starting October 19: 10–2 pm Monday–Friday.

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 Winter 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.booking.ca/centrallionspub/account>
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.

Q: How do I get emails from CLSA?

A: You can get emails by signing up for our newsletter. Simply visit our website [here](#) 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. What happens to the fees I paid?

A: Credits (from March 17 to Aug. 31) have been put in member's accounts in the new registration software. You will see the amount in your 'wallet.' This credit will automatically be applied when you make your next purchase.

Fitness Centre

Q: When are you opening the Fitness Centre?

A: The Fitness Centre is scheduled to reopen on **Monday, October 26**. Fitness Centre Hours have been adjusted to 8:45 am – 2:45 pm, by appointment only. 1st Appointment at 8:45 a.m.; Last appointment at 1:45 p.m.

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

A: One-hour appointments can be booked by calling **780-496-7369**. The fee for each appointment is \$5. A membership number is required to reserve a time slot. Cancellation notice of 24 hrs is required. Failure to do so will result in the \$5 charge to your account.

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

A: Yes. No more than five members allowed into the Fitness Centre at any time. Due to the pandemic, we have altered operations for the Fitness Centre as follows:

- We encourage you to arrive no more than 5 minutes prior to your reservation, 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 high aerobic activity.
- Under the friendly and qualified supervision of fitness monitors Marilee and Devon, spend your one-hour appointment getting a full-body workout through cardio, free weights and more.
- If you possessed a Fitness Centre Pass (monthly or 10-visit drop-in) in March of 2020, we have credited your CLSA account, and you may use this credit for your attendance moving forward.

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 by The Nurse Next Door 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 for more details.