

Dear Y Members and Supporters,

Last week was our first week officially reopening the Taggart Family Y! It was great to see so many familiar faces, and felt wonderful to have your energy and enthusiasm back in the building. We had approximately 200 members join us in week 1, and we couldn't be more thrilled!

Thank you to all of our members who came to experience the new safety protocols and tried out the conditioning floor and group fitness classes. We know there is a steep learning curve with online booking, adjusting to new procedures, and ensuring you are safe, so we really appreciate all the understanding and patience as we adjust to this new normal together. Thanks, too, for your feedback on our member survey. We will continue to send this survey out weekly to members who have come to the Taggart Family Y, and encourage you to fill it out and let us know what we can do better.

In this email we will go over reinstating Y membership fees in Phase 1 for adult Y members of the Taggart Family Y branch. Remember, any member not yet ready to come back to the Taggart Y can keep their membership on hold until January 2021 with no charges or fees! We will also share some survey results and include a welcome video of the Taggart Family Y, so you can see how things have changed. Read on below!

We will soon be launching a new website as well as a App for members, both of which we hope will make everything from finding information, to health screening and booking, a bit more user friendly. Stay tuned for more information, both should be ready to launch later this month, or early in October.

If you have further questions not answered in our emails or on our [reopening webpage](#), please reach out to our new Membership Service Centre at 343-804-0720, or via [memberships@ymcaywca.ca](mailto:memberships@ymcaywca.ca).

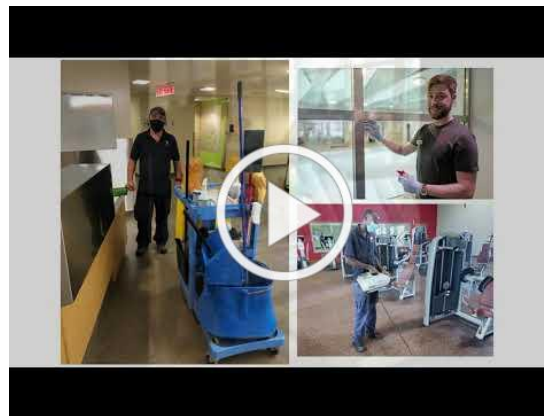
Thank you for your support - see you soon!

Mike Tait  
Vice President, Health, Fitness, Aquatics and Camping

## Welcome to the Taggart Family Y!

Wondering what the Taggart Family Y looks like inside now? How the safety protocols work? Where to get more information?

Check out this video so you know what to expect on your first visit back!



## Y Membership Fees - Phase 1

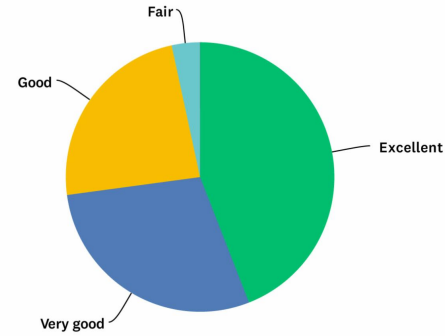
For Phase 1, we offered the first week open at no charge, and will begin reactivating Taggart Family Y members only, who are 16Y+ (unless otherwise directed by members). See below for details:

- **September 8 - September 14, 2020:** There is no charge for Y members 16Y+ to access the Taggart Family Y during our first week open (September 8-14). We encourage adult Y members to take part in group fitness classes and work out on the conditioning floor at no cost so you can determine if you feel comfortable coming back.
- **September 15, 2020:** Starting September 15, we will reactivate all 16Y+ Taggart Family Y members (those who list the Taggart Y as their "home" branch). **For these members, monthly fees will resume.** When we reactivate your membership fees, we will first use up any credit on your account from when we closed due to COVID-19 in March. We will only start charging again once this credit has been used up.
  - We **will not** reactivate family memberships or child and youth memberships.
  - We will also **not reactivate** any members with other Y centers listed as their "home" branch.
  - **Service fees, for example PLUS, unlimited Courses or Towel service** will not be reactivated as these services are not yet available.
- **After September 15, Y members have a few options:**
  1. If you are a 16Y+ Y member with a different "home" branch, but would like to access the Taggart Y during Phase 1, simply come in and your membership will be reactivated upon swiping your membership card.
  2. If you are a 16Y+ Y Taggart Family Y member and are not yet ready to return to the Y, we are happy to **keep your membership on hold with no charges or fees until January 1, 2021.** Please contact us at [memberships@ymcaywca.ca](mailto:memberships@ymcaywca.ca)
  3. If you are an adult Y member over 16Y, and part of a family membership, we can temporarily change your membership type to adult. Please contact us at [memberships@ymcaywca.ca](mailto:memberships@ymcaywca.ca) to set up your new membership type.

### Member Survey Results - Week 1

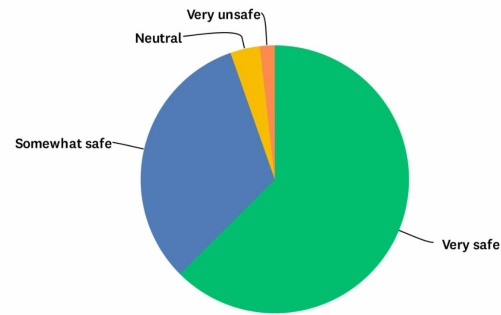
#### How was your overall experience at the newly reopened Taggart Family Y?

Nearly 97% of Y members surveyed reported having a good experience, or better, while at the Taggart Family Y last week.



#### How safe do you feel working out at the Y?

Nearly 95% of Y members surveyed felt safe while working out at the Taggart Family Y. (1 person marked "very unsafe" because they felt that masks should be worn even while exercising).



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