



# WE'LL SEE YOU SOON



Dear Y Members and Supporters,

We just completed a two-day soft launch, where we welcomed members back to enjoy a workout and experience our new health protocols. It was so nice to see some familiar faces! Over 30 members took part in group fitness classes, tried out the conditioning floor, and provided great feedback and suggestions. Having you in our facility helped confirm that we have everything in place to keep members as safe as possible once we reopen the Taggart Family Y on Tuesday, September 8.

With that trial complete, we now feel ready, and are looking forward to reopening for our 16Y+ members next week! In today's e-mail we will review our new protocols, and let you know what you can expect on your return to the Taggart Family Y during Phase 1.

As a reminder, we covered details about [what services will be open and available](#) as well as [membership fee information](#) in our previous emails. There is also [areopening strategy area on our website](#) that has the most up to date details on our health and fitness centre reopening plans.

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

We are thrilled to be welcoming you back next week. See you soon!

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

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## New Protocols and Procedures

During Phase 1 we will be offering limited services to Y members only, aged 16Y+. Below, please review the new health and safety measures that have been put in place.

### New and Health Safety Measures:

- Men's, women's, and universal change rooms are open, however showers are not available, and lockers have been spaced to promote physical distancing. Lockers are sanitized after each use.
- Cardio and strength equipment have been spaced out for physical distancing, and individual boxes are marked on the floor for group fitness classes.
- The HVAC system is working at its full potential and is on an enhanced maintenance program to ensure high air quality and a comfortable environment for working out.
- In addition to general increased attention to cleaning, we will close for an hour once a day for enhanced sanitization.
- Our new booking system for classes and workouts helps keep numbers controlled, and aids in contact tracing.
- Hand sanitizer is available throughout the facility.
- Additional cleaners have been hired, and new cleaning equipment (foggers and electrostatic sprayers) are being used.

In order to keep our environment safe and healthy for everyone, we would like to ask for some help from you, too! See the list below so you are prepared for your responsibilities when you visit the Y.

### Information for Members:

- Our parking garage is open and available to members, however you must show your membership card to a security guard at the entry in order to park (the lot is currently not available for general public parking).

- Masks are required at all times when not working out, including in change rooms, the lobby, parking garage, and in hallways. Please put your mask on before entering the building, and before leaving your car (if parking in the garage).
- Members will need to complete a health screen in the lobby before continuing to the membership desk.
- Members may have to wait to be screened in. Please do not arrive earlier than your booked appointment.
- Please bring your own yoga mats and towels (our towel service is currently suspended).
- We now have bottle fillers instead of water fountains. Please bring your own bottle for water.
- Please wipe your equipment down with the disinfectant provided, before and after your use.
- A new online booking system will allow you to book your work out in advance (phone or in person options are also available). More on that below!
- Remember - we're all in this together! Please respect all signs and staff, and treat everyone with kindness.

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## How to Book Your Visit to the Y

To ensure that maximum numbers are not exceeded, and to keep services accessible to as many people as possible, we have introduced a new booking system. To take part in group fitness classes or access the conditioning floor, you must first book a session. **Booking is now open.**

Each session - maximum 1 per day - is 75 minutes long and available to book up to 7 days in advance. **If you have booked a session and cannot make it, please cancel it through the online booking portal, or call 343-804-0720 to let us know. This allows us to make the space available for another member.**

### Here's how to book:

- If you don't already have one, first set up your online Y account [View step by step instructions on setting up your Y account](#). If you are having trouble setting up your account, please contact us at [onlinesupport@ymcaywca.ca](mailto:onlinesupport@ymcaywca.ca).
- [Log into your account](#). Once there, you will see a "make a booking" section at the top of the page. Follow the instructions, or [view step by step instructions on using the booking tool \(PDF\)](#).

If you aren't able to book online, you can also book via phone with our Membership Services Centre at 343-804-0720, or in person. Please note that spaces are filled on a first-come-first-served basis.

[You can view the group fitness class schedule here](#)

### Our hours of operation during Phase 1 are:

Monday to Friday - 7AM-7PM (closed for cleaning daily between 1:55PM-2:55PM.)  
Saturday - 8AM-3PM  
Closed Sunday



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