



WE'LL SEE YOU SOON



Dear Y Members and Supporters,

We hope you are enjoying the last bit of summer and spending time with family and friends. As mentioned at the end of July, we are getting really excited to welcome you back to health and fitness activities soon. The first centre to open will be the Taggart Family Y on September 8, 2020!

There is a lot of information to cover, and we thought it would be easiest to send out shorter communications specific to certain themes leading up to our reopening, rather than in one long email. Given information is apt to change at any time; this also means we will be able to send you the most accurate information available.

In today's e-mail we will review our phased opening approach, and go over when and what services will be open in Phase 1. We will also let you know about your Y membership and when charges will resume and how to keep your membership on hold.

For your information, there is also a [reopening strategy area on our website](#) that has the most up to date information on our health and fitness centre reopening plans. Keep an eye there, as well as for emails in your inbox, to learn more.

Over the next couple of weeks we will send out more emails, covering subjects like what to expect on your visit to the Taggart Y, what new protocols are in place, how to book your workout/fitness class, and provide an introduction to our new Membership Inquiry Support Team. Stay tuned!

Yours in health,

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

Phased Reopening of Health, Fitness & Aquatics Centres

The health and safety of our members, participants, staff and volunteers is our biggest priority. Opening slowly, in a phased approach, allows us to get systems in place, ensure staff and members are able to enjoy the space and feel comfortable, and gauge level of interest and demand for specific services.

Further phases will include opening of more facilities, more services and increasing opening hours. The timing and content of these phases is dependent upon the success of Phase 1, and any changes in direction from Ottawa Public Health on how and when we are safely permitted to open and/or expand services.

Phase 1 Overview:

- The Taggart Family Y will be the first and only centre to open in Phase 1.
- Opening date: September 8, 2020
- Hours will be 7AM-7PM Monday to Friday, 8AM-3PM Saturday, closed Sunday. (we will close for cleaning daily from Monday-Friday between 1:55PM-2:55PM)
- We will only welcome adult Y members 16Y and older in Phase 1.
- Access will be restricted to Y members only (no day pass users will be allowed).
- Open areas in facility (with limited capacities): the conditioning floor, a limited number of group fitness classes, and access to the general change rooms (PLUS change rooms will not open). **All other areas will remain closed.**
- There will be no charge to members for the first week of reopening. Those members not ready to return can choose to remain on hold up to January 1, 2021, with no fees/charges.
- A new booking system will cap the number of members per activity in the Y at a given

time. Activities will be bookable seven days in advance. (More on this in a subsequent email!)

To learn more about the health and safety protocols we have in place, including what you need to bring and be prepared for when coming to the Y, please see the [Health Fitness & Aquatics section on our reopening website.](#)

Your Y Membership

With September 8 fast approaching, we know you have questions about your Y membership, and when charges will resume. For Phase 1, we will be offering the first week at no charge, and then reactivating those Taggart Family Y members only, who are 16Y+ (unless otherwise directed by members).

Here is more information:

September 8 - September 14, 2020: There will be NO CHARGE for Y members 16Y+ to access the Taggart Family Y during our first week open. Come in and take part in group fitness classes and work out on the conditioning floor to see how you like the changes and safety protocols we have in place. We want you to feel good about coming back!

September 15, 2020: On this day, we will reactivate all 16Y+ Taggart Family Y members (those who list the Taggart Y as their "home" branch), and for these members, your 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.

As a Y member, you 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
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 to set up your new membership type.

*Please note that there may be a 2-3 day delay in responding to your inquiry.



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