



# WE'LL SEE YOU SOON



Dear Y Members and Supporters,

The countdown is on! With just over a week until we reopen our first fitness centre - the Taggart Family Y - we are busy getting all the final protocols in place and setting up equipment to welcome you back safely. We're excited, and hope you are too!

As we mentioned in [our last email](#), we will be opening slowly, in stages. On September 8 we begin Phase 1, when **only** our Taggart Family Y location will reopen with reduced services being offered. Once we are successful on Phase 1, we will look to open more centres and more services.

In today's e-mail we will review what services will be available to you at the Taggart Family Y during Phase 1, invite you to our soft launch days (pre-opening), and explain how you will be able to book your workouts in advance. Later this week we will send another email covering what new protocols are in place and what our responsibilities are, as well as yours.

Just a reminder that during Phase 1 we will only be open to Y members aged 16Y+, and that during the first week of our reopening (September 8 - 14) we will **not** be charging fees. We want you to come and try us out and make sure you feel comfortable! After that week, Y memberships (16Y+, not including family memberships) with Taggart Family Y listed as their "home branch" will be reactivated. However, all Y members not ready to return can instead choose to remain on hold up to January 1, 2021, with no fees/charges.

For more information, there is a [reopening strategy area on our website](#) that has the most up to date details on our health and fitness centre reopening plans. You can also reach us at [memberships@ymcaywca.ca](mailto:memberships@ymcaywca.ca) (please allow 2-3 business days for a reply).

See you soon!

Yours in health,

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

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## Phase 1 - Services Available at the Taggart Y

During Phase 1 we will be offering limited services while we confirm that systems are in place and working, and staff and members are comfortable. It will also give us time to get your feedback and gauge level of interest and demand for specific services.

### Available to members in Phase 1:

#### Change Rooms

- Men's, Women's, and Universal change rooms will all be open (no PLUS change rooms).
- Limited lockers will be available and spaced to promote physical distancing.
- No showers or benches will be available in the change rooms.
- There will be no towel service available.
- Masks are required at all times, except while working out, including in change rooms.

#### Conditioning Floor

- Equipment has been distanced.
- There is tape on the floor and signage to help remind everyone to maintain 2 metre distance from

their neighbors.

- Please wipe your equipment down with the disinfectant provided, before and after your use.
- Water fountains will not be available, however there is now a bottle filler in the conditioning area. Please bring your own water bottle.
- Keep your mask with you and wear it in hallways, change rooms, and on the conditioning floor when you aren't physically working out.
- Respect signs and staff, and remember to treat everyone with kindness.
- A new booking system will allow you to book your work out in advance - more on that below!

### Group Fitness Classes

- Limited group fitness classes will be available daily. [You can view the schedule here](#)
- Space has been limited to allow for physical distancing.
- Please bring your own yoga mat.
- Water fountains are not available, please bring your own water bottle.
- Keep your mask with you and wear it in hallways, change rooms, and until the class begins.
- A new booking system will allow you to book your class in advance - more on that below!

The gymnasiums, pool, cycle fit room, Kids Zone, and squash courts are all remaining closed during Phase 1.

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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.

Each session - maximum 1 per day - is 75 minutes long and available to book up to 7 days in advance. **You will be able to begin booking sessions as of Wednesday, September 2.**

### 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).
- Starting September 2, [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 (343-804-0720 - number is local) as of September 4, 2020, or even in person once we have reopened on September 8. Please note that spaces are filled on a first-come-first-served basis.

### 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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## Soft Launch Days - You're Invited!

We are preparing to open for two days this week, on Thursday, September 3 and Friday, September 4. This pre-opening, soft launch will give us an opportunity to get member feedback and give our staff a chance to get comfortable with new processes. There is no cost to participate!

We will have the following times available to book the conditioning floor as well as some group fitness classes:

#### September 3: Bookable Blocks

8:25AM - 9:40AM  
11:15AM - 12:30PM  
2:55PM - 4:10PM  
5:45PM - 7PM

#### September 3: Group Fitness

**Core Fit**  
8:45AM - 9:30AM  
**Intervals** 6PM - 6:45PM

#### September 4: Bookable Blocks

7AM - 8:15AM  
9:50AM - 11:05AM  
11:15AM - 12:30PM

#### September 4: Group Fitness

**Group Strength**  
7:15AM - 8AM

If you would like to join us for a work out or group fitness class, please contact us via email at [pilotweek@ymcaywca.ca](mailto:pilotweek@ymcaywca.ca) to let us know your preferred times! We will schedule you in on a first-come, first served basis.

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