



VIRTUAL TOWN HALL QUESTIONS AND ANSWERS

MAY 20, 2020

Disclaimer:

The information contained herewith is correct as of the day of the Town Hall, May 20, 2020.

Reopening

1. Any idea when we will get back July, August?
 - A. Reopening will depend on the government. The government reopened phase one last week and the interval between phases is 2 to 4 weeks. Reopening of other phases will depend on clinical metrics if they see the curve flattening and the numbers going down. If they do not see those positive signs, they may decide to delay phase two. We are following and respecting the government's directives.

2. When do you expect to open the squash courts and main gym facility?
 - A. We have to wait on the government's directives. Any type of racquet sports that are non-contact, primarily things like badminton and tennis, are open. Squash Courts and the Athletic Club are not on the list right now to open.

Safety Measures – Cleanliness / Sanitization

3. Will members be responsible for cleaning their own equipment after use? Will there be a mat at the entrance for members to wipe their shoes on?
 - A. Additional cleaning will be done throughout the day. There will be a lot of hand sanitizer in the gym, the dance studios, in the studios where aerobics and Zumba classes are held, cycling studios and throughout the building.

Our cleaning staff will clean the equipment after use and we also expect each user to clean before and after each use. Cleaners will be dedicated in the gym area as well and will be cleaning equipment.

4. Will you hire full-time cleaning staff instead of a service which uses part-time staff, who moves them around to different facilities?

- A. You will see dedicated cleaners in a number of different areas throughout the building, particularly in the high-touch areas. We are looking at the model of whether or not we go to our own staff, and then, we have also brought in a consultant to do a complete revision of our cleaning protocols, practices and staffing levels. Someone who is an industry leader and works in a number of different environments. We can hire people to work full-time for us, but that does not prevent them from having a part-time job after work, or on the weekends or working in any other facility that they choose to.
5. I recently heard that hand dryers are the most contagious areas for the spread of this virus. Any thoughts on using only paper towels, while not the greatest environmental option, as a preferred way to go?
- A. We will shut down or block off all of the hand dryers.
6. Will there be greater frequency of cleaning in the studios before classes?
- A. There will be an interval of time to clean the studios completely before the next class starts.
7. What are you doing, in terms of safety measures?
- A. We are increasing cleaning throughout the facilities, cleaning equipment and physical spaces.
- We are going to be cleaning between classes and activities, and between uses of equipment.
 - We will increase the number of personal hand sanitization stations. If you do not feel comfortable using the ones that are available, please bring anything that you want to use to make yourself feel safer in our environment.
 - Staff who interacts with the public will wear masks and we encourage you to wear a face mask for your activities.
 - We are asking people to do a self-assessment.
 - There will be lots of signage on maintaining physical distancing, washing hands and other protocols.
 - We will limit the amount of traffic coming in to the building and have multiple dedicated areas for people to enter and exit.
 - There will be no waiting and seating areas throughout the building.
 - Registration for programs and services will be done online, and all payments will be by credit card or debit cards.
 - No cash payments will be accepted.

Screening

8. Why not take temperatures to screen out people who do have the symptoms?
 - A. We are asking people to do their own self-screen. There are probably 12 symptoms right now that are COVID-19 related and there is no mandate in the province to do temperature checks. You are the best person to assess your own health and take your temperature.
9. People may not tell the truth.
 - A. It really is each of us doing our part to protect ourselves or family, our colleagues, our fellow members, and that applies in our environment. If you are not feeling well, if you have any other symptoms, please stay home. It is not worth coming here because you are worried that you are going to miss a class, so stay home, stay healthy and stay safe.

Men and Women Health Clubs

10. How will the Women's gym in the Health Club be maintained?
 - A. The Women's Health Club will be closed until further notice.
11. Why not accelerate plans to renovate the Women's and Men's General during the period of shut down, and minimal use during this time, as an opportunity to do that.
 - A. We did not do work on the Women's facility and other construction projects, because there were restrictions in terms of the types of construction that could be done. There are financial issues now that we are faced with and we will manage the projects on a priority basis and get the ones that are health and safety-related done first.

Lockers / Washrooms

12. Will locker rooms be available and washrooms?

- A. Locker rooms will not be available. You will have access to washrooms if you need to use them. That is the only access. We would encourage you not to change in the washrooms. If we find that happening, you will be asked to leave. The washrooms are for washroom use only.
13. I belong to the Health Club and have a locker with my shoes and some other items in it. I understand (and agree) that the change areas will be closed for now but can we get a one-time access to pick up the items from our lockers?
- A. If you make an appointment, you will be able to pick up your items.
14. How will people find out about picking up their belongings in the lockers?
- A. Management will be in contact with members either through email or a phone call, on how to schedule a time to pick up items from the lockers. This will ensure that you get safely to your locker and then out of the building.
15. Can we leave things in our lockers if we do not need them for a while?
- A. Yes, you are allowed to leave items in your locker and get them when you are ready.
16. Will it be possible to use a Women's locker anytime soon?
- A. No. Both the Women's and Men's Health Club will be closed until further notice.
17. How will the Women's Health Club locker room be maintained? Will the long lockers be cleaned out and sanitized between users?
- A. The lockers will be closed. Users will not have any access to the lockers.

General Gym

18. Will there be a limit to how many are in the gym and Health Club at any given time? if so, how will that be managed?
- A. The recommendation for most physical distancing right now is a 6ft by 6ft space. Recent information specific to Athletic Clubs indicate a 6ft x 6ft space is inadequate. We will expand our area to reflect best practices.

19. How will safety and reduced numbers be managed in the general gym?
 - A. We will do the calculations based on the best available information from industry and health experts.
20. How will members be notified if there is an outbreak of COVID-19?
 - A. We will notify members if someone tells us that they have COVID-19 by email.
21. How will members store their overcoats/boots/personal belongings when going to the gym?
 - A. We recommend that members do not bring personal belongings into the building. No change rooms will be available.
22. Are items such as treadmills, bikes, etc. going to be spaced out? How many pieces of equipment are going to be “lost”?
 - A. We are going to move equipment so that there is appropriate physical distancing.
23. If you are planning on having people “book” their gym slots, how will that work? How many people will be allowed into a room at a time? Booking online may not be an option for older members; have you considered that?
 - A. If you are going to use our facilities, it will not be on a drop in basis. You will need to make an appointment. We will follow protocols and define how many people will be allowed inside. For those who can’t or are not comfortable booking on-line, a call in number will also be an option.
24. What will be the hours of operation for the gym?
 - A. We are working on a schedule and will try to make the hours as long and flexible as possible.
25. Are you going to be installing plexiglass barriers in between treadmills, weights, etc.?
 - A. We are not putting plexiglass between equipment at this time.
26. Will you require gym members to wear masks? What about gloves?
 - A. We recommend and encourage people to wear face masks during their activities.

27. Can we arrange personal training at the gym?
- A. This is one of the considerations that we are looking at which will require both parties to use PPEs. If we do offer personal training, there will be limitations on interactions with other members.
28. Is there a limit on how many times we can use the gym per week, if slots are available?
- A. You may use the gym daily. Additional “open” time slots will depend on how many people decide to come back to the Athletic Club.
29. What do you think will be the maximum time to workout?
- We are looking at about an hour. If we find that very few people are coming back, we are going to have a lot more flexibility with those schedules.
30. What is the maximum number?
- A. The maximum number depends on the guidelines, our physical space and on the types of activities. The government's current limit for congregating is five people.

Gym Classes

31. Are you still going to have the same gym class schedule in the morning with the same structure? Do you know how many people will be allowed in each class?
- A. The management group in the Athletic Club are looking at all of the different classes. We have to limit the numbers and it will make it challenging to have exactly the same schedule or number of classes. The number will depend on the government’s guidelines.
32. What is happening with the summer schedule of programs, yoga classes?
- A. We have to wait on the government’s direction. Management is working through the programs, the schedules, the space we have, and will be ready as they get that final information from the government to roll out a schedule. We will share the information with you either through email, or on our website.
33. Are you working on what some of those metrics might be?
- A. Within the next week or so, we will probably start to roll out some preliminary plans. We will modify those plans based on the government’s directives.

34. Will all programs be offered online, or digital?
- A. We will offer digital classes as best as we can.
35. If an instructor feels that a member, is a risk to the class, what actions should he or she take to ensure the safety of the class members?
- A. If anyone feels at risk, they should not attend the class. We will ask people to leave if they are coughing and display any signs of COVID-19 and the space will be cleaned.
36. Why not use some of the other spaces, like the Health Club squash courts for individual personal training session?
- A. We are reviewing that option for potential training sessions.

Communication

37. How will you communicate changes to the members of the public?
- A. We will actively communicate all changes to the public and to members on our website at villacharities.com where the information will be posted. I also encourage everyone to sign up for our newsletter and we will communicate updates on a regular basis. If you visit the website, a pop-up window will show up where you can easily sign up for our [newsletter](#). There will also be communications from individual departments to the members.
38. Are there plans to redo the catalog of programs with fall and winter schedules?
- A. We will produce a digital program guide for the fall and winter season. Hard copies will not be printed.
39. Are there plans to change the fall 2020 schedule of programs?
- A. Changes will depend on how things roll out in the different government phases. It will also depend if there is a second wave of this pandemic.
40. Where do we find out about digital classes being held by the Columbus Centre?
- A. You will find them through the [newsletter](#), [website](#) and on social media. We encourage you to follow us on [Instagram](#) and [Facebook](#).

41. Please post those classes to the website, many people do not have, or want access to social media.

A. Everything will be on our website.

Pool/Aquafit Classes

42. How will the aquafit classes be managed so that there are only a safe number of people in the pool? E.g. smaller/fewer than previously?

A. As per the current government directives, pools are closed and aquafit classes are on hold until further notice.

43. Will it be possible to pay something extra so as to have time to swim in an uncrowded pool? E.g., one person in a lane.

A. That is not really something that we would encourage or do. If there is access, we want to make sure that everyone has access in a safe and controlled way.

44. What is the plan for the pool, and what about programs that were already paid for? Will there be a refund for classes that were not completed or credit towards future classes?

A. The pool will not be available until the government gives the go ahead. Once they do we will have to follow all of the physical distancing rules.

Credits will be given, or a refund for programs that have not started.

45. What about the use of the pool and the appropriate age for solo swimming?

A. The pool is completely closed. If the government changes those guidelines, we will revisit the guidelines and see what we can and cannot do.

Caffè Cinquecento

46. Will the caffè open when the gym opens?

A. Caffè Cinquecento will reopen depending on the number of people returning to the building.

Fees

47. How will the membership dues (Health Club and General) be structured if there is limited accessibility to exercise classes and access to equipment and change room?
- A. We are reviewing the fees.
48. Please review the pricing for members. Do we have to put our membership on hold?
- A. If you can put your membership on hold during this period, you will not be charged the \$7 fee.
49. If we stop our membership now and decide to come back when everything is cleared and back to normal, will we receive the same rate when we rejoin?
- A. The monthly rate will be lower until we get back to what is considered normal. We are working on the calculations on what that should be.
50. Can I use my credit towards the new rate?
- A. We will make sure that if you have a credit and you want to apply it to a future time, period or future rate, we can accommodate that.
51. When do we need to advise you to put our fees on hold, and for how long can we put it on hold?
- A. Your accounts are presently on hold and there is no fee. There is nothing you need to do right now.
52. When you re-open, will there be a \$7 hold?
- A. No, there will not be a \$7 hold. We want you to come back when you feel safe to do so.
53. Also, on the subject of the Health Club: since we cannot use the change area and likely not the workout area in the Health Club for now, will we still be charged the extra amount or will we pay regular membership dues until the club opens up more fully?
- A. We will adjust the prices based on whether you are a Health Club member or whether you are just a general member and have access to fewer amenities.
54. Health Club members were to receive free months (credit) from the construction closure; when will that start and end?

- A. You can use your credit when the gym reopens. We will review how this will roll out.
55. For those not comfortable returning to the gym without the vaccine and fear of getting COVID-19, what membership fee remedies are you proposing? i.e. cancel membership with no penalties nor the \$7/monthly hold cost and return at a later date with grandfathered pricing and tenure?
- A. We will be as accommodating as we can if people want to cancel their membership. There will be no penalties or the \$7 monthly hold fee.
56. Can members pay for services over the phone, online, or do they have to come in person to pay?
- A. We absolutely would encourage you to call us or make your payments online. Do not come in person. The less people to come through the building right now, the better it is. If for some reason, you absolutely have to come into the building, please make an appointment.
57. Can you talk about how the Long-Term Care homes and what is being done to keep the residents and workers safe?
- A. For any questions you have about Long-Term Care, I would strongly encourage you to reach out to either [Villa Colombo Vaughan](#) or [Villa Colombo Toronto](#). They both have lots of communication that goes out on a weekly basis. Villa Colombo Toronto holds a weekly Zoom meeting where they share information. There's information on their websites on what is happening in every facility throughout each area.