In this guide, you will learn more about the YMCA’s new measures and procedures for visiting our facilities and participating in our activities. Because the situation is constantly evolving, some measures and procedures are subject to change in order to guarantee everyone’s safety at all times. We will keep you informed of any changes as they arise.

Please follow the measures that are in place to ensure your safety as well as the safety of other participants and our employees. **We will have a zero-tolerance policy: violations will not be tolerated.**

**Coming to the YMCA**

There will only be **one entrance** at each centre that will serve as a **checkpoint** to screen all members, employees and suppliers. Anyone who enters the centre will have to **disinfect their hands when they arrive, wear a mask and answer four questions** about their health.

There will be cones or markers on the ground indicating where people should stand in line. In the centre, there will be arrows on the floor to signal the direction of foot traffic. Please be patient and courteous when getting around the centre.

You will notice that there will be additional hand sanitizer stations throughout the centre and most of the furniture will have been removed, except for a few chairs for people with reduced mobility. Also, most common areas will be closed.

Only people who have a reservation will be admitted into the centre and they will be able to go into the centre no earlier than 15 minutes before their reserved timeslot.

**Wearing a mask**

Since wearing a mask is **mandatory in indoor public spaces** as of July 18, you will have to wear a mask to enter and use our facilities. However, you will not have to wear it while exercising, but you will have to stay at least 2 metres away from others at all times.

If you need to take a photo for your membership card, you will have to remove your mask first.

**Modified hours**

Here will be the opening hours of our centres during the first two stages:

- **August 10 – September 7**  
  Monday to Friday: 6:30 am – 8:30 pm  
  Saturday to Sunday: 6:30 am – 2:00 pm

- **Starting on September 8**  
  Monday to Friday: 6:30 am – 8:30 pm  
  Saturday to Sunday: 6:30 am – 5:30 pm
Authorized visitors
Until September 8, access to our centres will be limited to teenage, adult and senior members. Starting on September 8, children and Montréal residents will be allowed to participate in aquatic activities that are offered by our partners.

For the time being, you cannot use your guest passes, because our capacity will be limited, and we would like to give priority to our members.

Changing rooms, personal lockers and showers
When the centre reopens, you will have access to the changing rooms, but there will fewer lockers available. If you have a personal locker, you will be able to use it, but please be patient and use your judgment if another member is using the locker next to yours. You will also have access to showers because they are equipped with dividers that make distancing possible.

We will be adding more hand sanitizer stations and cleaning the facilities more frequently. Disinfectant spray and paper towels will also be made available if you would like to disinfect hair dryers, counters, door handles or any other surfaces before and after you touch them.

Water fountains
Authorities strongly recommend not drinking directly from water fountains, but you may choose to refill your reusable water bottle at your own risk. However, we suggest that you fill your bottle before coming to the centre, if you can.

Elevator
Depending on its capacity, only one or two people, or members of the same household, will be permitted in the elevator at the same time.

Front desk
- The courtesy phone will be removed and may only be used in the event of an emergency.
- You will not be able to touch or try on items that are for sale at the Y Boutique or return them after purchase.
- We strongly recommend that you only pay with a card and avoid handling cash.

Towel service
Towel service will be unavailable until further notice. We recommend that you bring your own towel, if needed.
Reservations – General informations

• **Only people who have a reservation will be admitted into the centre** and they will be able to go into the centre no earlier than 15 minutes before their reserved timeslot.
• Please note that you will only be able to reserve a **one-hour timeslot for the conditioning room per day and one group class per day**, up to **7 days in advance**.
• You will be able to reserve a timeslot online for the conditioning room and group classes starting on August 3.

Reserve your spot for the group classes

*Here is how to reserve a timeslot for the group classes.*

• **Step 1**: See our new programming of each centre: [Du Parc YMCA](#), [Cartierville YMCA](#), [Westmount YMCA](#).
• **Step 2**: Select the course in the Daily Schedule: click on the + to see the details.
• **Step 3**: Click on 'Book your spot online'.
• **Step 4**: Find the course.
• **Step 5**: Click on 'Add'.
• **Step 6**: Sign in to the reservation platform using your login name and PIN (e-mailed to you by our contact centre).
• **Step 8**: Click on 'Complete transaction', and that's it! You will receive a confirmation email.

*If you are unable to come to the centre during your timeslot for any reason, it's important to let us know at 514-687-9622 as soon as possible so we can give your spot to another member.*

Reserve your spot for the conditioning room

*Here is how to reserve a timeslot for the conditioning room.*

• **Step 1**: [Click here](#).
• **Step 2**: Select ‘Facility Booking’.
• **Step 3**: Select the date, the 'Conditioning room' function and your centre, and then click on 'Search'.
• **Step 4**: Use the drop-down menu under 'Reserve' to select a timeslot. Please note that the reservation system will offer you 75-minute time slots, but that you will only have access to the conditioning room for the first 60 minutes, because the last 15 minutes will be reserved for cleaning.
• **Step 5**: Click on 'Add'.

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• **Step 6:** Sign in to the reservation platform using your login name and PIN (emailed to you by our contact centre).

• **Step 7:** Sign in to the reservation platform using your login name and PIN (emailed to you by our contact centre).

• **Step 8:** Click on ‘Complete transaction’, and that’s it! You will receive a confirmation email.

If you are unable to come to the centre during your timeslot for any reason, it’s important to let us know at 514-687-9622 as soon as possible so we can give your spot to another member.

**Conditioning room**

You will have to **reserve a timeslot** to use the conditioning room so it can be kept under capacity at all times. Please note that the reservation system will offer you a 75-minute timeslot, but you will only have access to the conditioning room for the first 60 minutes of this time slot; the last 15 minutes will be reserved for cleaning.

You will only be able to reserve a one-hour timeslot for the conditioning room per day.

Please note that:

- Our team will disinfect the conditioning room between reservation periods.
- A staff member will greet you and check who is entering and leaving the conditioning room.
- There will be additional hand sanitizer stations.
- You will have to wear a mask when circulating around the conditioning room, but you will be able to take it off while exercising.
- We recommend that you do not touch your face during your workouts.
- You will have to keep 2 metres away from other members and employees at all times, including when using the running track.

**Conditioning room machines and equipment**

**Cardio and weight machines:**

- Will be moved or spaced out to comply with distancing guidelines.
- Will be unplugged and will have a sign or tape on them if they are out of use.
- Will have to be disinfected BEFORE and AFTER use (the disinfectant spray must be sprayed onto a paper towel and not directly on the machine’s electronic display panel).

**Super series** using several machines at once will not be permitted.

**Free weights** such as dumbbells, barbells and kettlebells will be disinfected at your discretion; employees will regularly disinfect them.

**Benches:**
• Will be positioned over an ‘X’ on the ground to comply with distancing guidelines.
• Will have to be disinfected by members BEFORE and AFTER use.
• Will be disinfected by employees regularly.

Small equipment:
• Will be removed if it cannot be disinfected.
• Will have to be disinfected by members BEFORE and AFTER use.
• Will be disinfected by employees regularly.

Mats (if there is a stretching station):
• Will be placed in predetermined areas to comply with distancing guidelines.
• Will have to be disinfected by members BEFORE and AFTER use.

Private training
Private training will be available again on August 10, but physical distancing measures must be followed. Please contact your centre for more information.

Clinics and orientation sessions
• Teen Clinics will start again after September 8.
• Orientation sessions for adults will only be offered to new members or members who have not taken one since September 2019.

Small group classes
Small group classes will be offered in the second stage of reopening starting on September 8. Please contact your centre for more information.

Group classes
• You will have to reserve your spot to participate in group classes.
• Please note that you will only be able to reserve one group class per day.
• All group classes will take place in the gym or a room that is large enough for physical distancing. There will be markers on the ground indicating where participants should position themselves to comply with distancing measures.
• There will be additional hand sanitizer stations.
• Equipment must not be shared between participants. We recommend that you bring your own equipment whenever possible (yoga mat, straps, block, etc.).
• You will have to disinfect any equipment that you use before and after use.
• For cycling classes, stationary bikes will be placed along the wall of the gym at the start of the class and you will have to bring your bike to a marked area on the floor.
• Fans cannot be used.

**Individual and team sports**
• You will have to **reserve your spot**.
• You will be able to play singles badminton and pickleball.
• Team sports will be added to programming starting on September 8, depending on government guidelines.

**Aquatic activities**
• Pools will reopen on September 8.
• Activities will be offered in 50-minute timeslots by reservation only.
• Attendance will be taken for each period.
• The City’s **open swim** sessions will also **start on September 8**.
• Swim lessons for children and adults and lifesaving courses will start on October 13.

**Open swim and laps (starting on September 8)**
• Equipment cannot be lent out (except for personal floatation devices).
• You will have to bring your own equipment and keep what you bring to a minimum (boards, goggles, flippers, pull buoys, paddles, etc.).
• Bathing caps cannot be lent out.

**Aquafit (starting on September 8)**
• The instructor will teach the entire class from outside the pool.
• **No equipment** may be used.
• The maximum number of participants will be based on ARAQ guidelines for the shallow end of the pool.
• You will have to stay at least 2 metres away from others at all times.

**Private swimming lessons (starting on September 8)**
• Private lessons can be offered if distancing is possible or if the swimmer is accompanied by a member of their household who is at least 16 years old.
• The instructor will teach the lesson from outside the pool or will stay at least 2 metres away from participants at all times.

**Group swimming lessons (starting on October 13)**
• Swimming lessons will not be offered if participants are unable to keep a 2-metre distance from each other.
• The instructor will teach the lesson from outside the pool or will stay at least 2 metres away from participants at all times.
Whirlpools, saunas and steam rooms
Whirlpools, saunas and steam rooms will remain closed until further notice because it is not possible to follow physical distancing measures in these facilities.

If you are showing symptoms associated with COVID-19
You must immediately notify staff members if you are experiencing symptoms associated with COVID-19. If you cannot leave the site immediately, you will have to wait in an isolation room that has been made available for this purpose.

Thank you!
Once again, thank you so much for your support and for being part of the YMCA family! We are very excited to see you again!