



FITNESS MATTERS

YOUR GUIDE TO WELLNESS

MEMBER UPDATE-COMMON QUESTIONS



MEMBER UPDATE – August 27, 2020

Fitness Is Open! – A Few Questions That You May Have

As of Monday, August 24, the fitness centre has reopened with new procedures and protocols in place to maintain a safe exercise environment. At this time I am sure that many of you have questions about your memberships, the registration process and what new cleaning procedures are in place. The following will answer the most common questions that we have heard so far.

Why do I need to purchase a temporary membership when I already have one?

Back in March, all fitness memberships were suspended in a bulk membership hold. At this point in time, we only have the ability to either continue with the bulk hold or activate all memberships. We have decided to maintain the membership hold until a significant number of members are comfortable enough to return. When that point comes, all members will be notified of the date that their memberships becomes active again. If by that date, you still do not wish to return to the fitness centre, you can request a cancellation of your membership.

How do I register for fitness programs?

To register for fitness programs, please visit [WS Play Online](#). If you are registering for the fitness centre, you have the option to pay a single visit fee or purchase a temporary membership. With a membership there are no fees for the individual reservation slots. Reservation slots are released two weeks at a time and there are no restrictions on how many spots you can sign-up for. However, please note that repeated no show reservations may result in the cancellation of your membership. If you wish to cancel your reservation please contact the fitness centre at 905-642-7529 ext. 5319 as soon as possible.

At this time, indoor group fitness classes can only be accessed on a pay-as-you-go basis.

A step-by-step fitness reservation procedure is included in this newsletter.

What are the additional measures that the town has incorporated to ensure the safest possible environment?

The fitness centre has undertaken several changes to enhance physical distancing and increase cleaning. We are using approximately half our cardio equipment ensuring that there is always 2 metres between patrons. We have better spaced our weight equipment and have increased our overall square footage by turning the spin studio into a light exercise space. Equipment with porous surfaces have been removed from the fitness floor to ensure that we can clean everything thoroughly, many small pieces have been removed. For group fitness we are now using the gymnasium which allows us to give each patron a 2 metre box that

they can move in with another 2 metres between all boxes.

We have greatly increased the cleaning of the fitness centre as we are closed for one hour for cleaning in between each reservation time slot. We have also switched to using disinfecting wipes that have a Canadian Drug Identification Number (DIN).

Is it possible to see the facility and talk to fitness staff before making up my mind?

Absolutely, please contact Barb or Craig to set-up an appointment to come in and see the centre.

Barb: barb.armstrong@townofws.ca

Craig: craig.baillie@townofws.ca

STEP-BY-STEP FITNESS RESERVATION

1. Go to the registration website:
<https://ca.apm.activecommunities.com/townofws/>
2. Login to your account. If you do not remember your password click on “forgot your password” and a temporary password will be sent to your email.
3. Once you have logged in, click the “Membership and Passes” tab and select the 2020 Fitness – 1 Month Adult membership and put it in your cart.
4. Once the membership is in your cart, answer the health questions that appear and click continue.
5. Purchase your membership.
6. Once you have purchased your membership move your cursor over the “Register for Activities” tab and scroll down to Fitness Programs and click.
7. In the Fitness Programs section, move your cursor to the sort box and select “Date Range”. This will organize all of the reservation slots by date and not alphabetical.
8. Choose the fitness reservation times that you would like. You will have to answer the COVID-19 related questions with each registration. Currently you can book up to September 6. Bookings up the Thanksgiving will be available shortly.

CONTACT INFORMATION

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