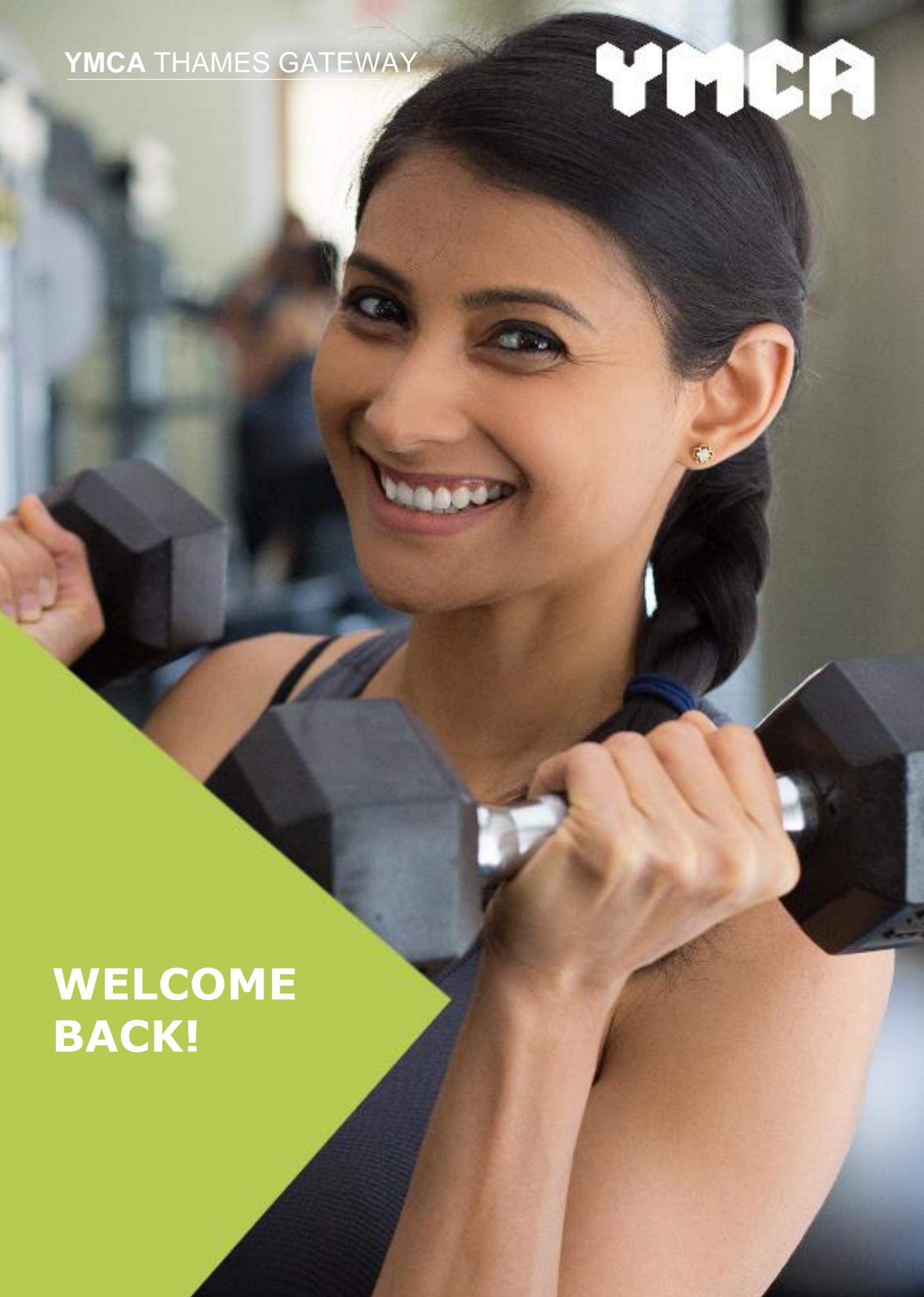


YMCA THAMES GATEWAY

YMCA

**WELCOME  
BACK!**



## Welcome back!

We have missed you a lot! We hope that you and your families are well. As you probably know, we were preparing to open early July but this wasn't meant to be. However this has given us more time to ensure that when we reopen, we are able to provide you with a service you will be happy with.

The good news is that we will be reopening our fitness facilities gradually from Saturday 25<sup>th</sup> July and we can't wait to see you!

Things will look a little different to normal as we have reconfigured some of our spaces. We have carried out thorough Risk Assessments and implemented new Operational Procedures in line with Government guidance, to ensure that we provide the most effective measures to put the health and safety of both our staff and members first.

The following information explains all of the changes and procedures we now have in place and **we ask that you take time to read, understand and adhere to the following guidance.**

For your own health and safety, please be aware of, and agree to adhere to, our safety guidelines. Should we feel that any of our service users are not adhering to the guidelines, under the current circumstances, access to our facilities will be revoked. We are sure that you will understand that patience, tolerance and flexibility are key to the safety of everyone in these difficult circumstances.

**We're looking forward to seeing you soon!**

## NEW PROCEDURES

---

The safety of our service users is our number one priority, and while things will look a little different, we will continue to provide the best experience for our members.

We will be incorporating extensive cleaning protocols and social distancing practices throughout. Key measures include:

- Limiting the number of members using the Gym at any one time, and reducing class occupancy. A new online booking system will be introduced
- The majority of group exercise classes will move to the Sports Hall to allow for social distancing
- Enhanced cleaning schedules to maintain high levels of hygiene, particularly across high contact points throughout the building
- Hand sanitiser stations will be located in reception and throughout the building - washing your hands regularly and using sanitiser is encouraged
- Members will be asked to sanitise their equipment before and after use in the Gym and in classes
- Team members will help to sanitise equipment after every class/Gym session. We're asking members to do this too, so that no piece of equipment is missed.



This guidance document will provide further detail on different areas within the building and the procedures that we have introduced.

We are looking forward to welcoming you back to YMCA Romford. We do however know that some members will not be able to return just yet. Our online digital classes will continue and we will work with you to understand your membership needs during this time.

## WHAT WE ARE ASKING OF YOU

---

DO NOT enter the venue if you have any of the following symptoms, or if you believe you may have COVID-19:

- A high temperature
- A new, continuous cough
- A loss of, or change to, your sense of smell or taste

If you have any of these symptoms please stay at home and use the NHS Online Coronavirus Service to get help and to book a test: [111.nhs.uk/covid-19/](https://111.nhs.uk/covid-19/).



We will be supporting the NHS Test and Trace Service. If you test positive for COVID-19 and have visited YMCA Romford in the past 14 days, please contact us to let us know.

Please do not visit the venue if you have been contacted by NHS Test and Trace and been advised that you have been in contact with someone who has Coronavirus. Please follow their guidance on self-isolation.

## OUR SPACES

---

### Entrance and moving around the venue

You will enter the building via the main entrance as you usually would, and exit via a suitable fire exit, depending on the activity you have taken part in. This will help us to maintain social distancing as much as possible.

There will be a two-way system in place between the main entrance and access to the toilets and changing rooms. Floor markings will advise you to keep to the right when in the two-way part of the corridor.

A one-way system will be in place from the entrance to the Sports Hall to the end of the fitness corridor. If you need to use the toilets during your activity, we ask that you do so quickly and maintain a suitable distance from others when in the corridors.



Booking activities is compulsory - further information is detailed below. If you are a Pay and Play member, we're asking you, where possible, to use contactless payment rather than cash.

Hand sanitiser stations will be available on the ground floor. Please ensure that you sanitise/wash your hands both on arrival and departure.

If you would like to grab a coffee or take away from The Diner after your activity, you will need to exit via the appropriate fire exit and re-enter the restaurant entrance at the front of the building.

## Toilets and changing rooms

The toilets and changing rooms will remain open for fitness users. Please come dressed for your activity and avoid using the changing rooms and toilets where possible. Cleaning materials will be provided in these areas so staff and fitness users can clean regular touch points.

## Gym

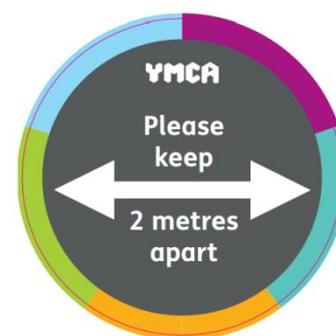
You will be back to your Gym routine in no time, with all the space and equipment you need, plus instructors on-hand to ensure a great workout!

In order to maintain social distancing we are limiting the number of people in the Gym and free weights area to 16. **We are limited to a maximum of 20 people at any one time across the Gym and free weights spaces, including staff.**

Signage will clearly indicate which equipment is available during your session. Please do not ignore or remove any of this signage. Signage will clearly indicate that only four people are allowed in the resistance machine area, multi-function trainer area, upstairs and in the free weights room at any one time. If this space is at capacity, please wait until another member has finished before proceeding.

By turning off every other cardio machine, you will be able to maintain appropriate social distancing while you workout.

To ensure maximum numbers are adhered to, we will introduce a booking system. Fitness users will be able to book fixed sessions in the Gym up to two weeks in advance.



**At the end of the session you will be asked to leave the venue.** We appreciate this is very different to how you used the Gym before lockdown but it is important for us to introduce strict cleaning regimes. These will take place for 15 or 30 minutes in between each allocated time slot.

Please help us by cleaning any equipment you use during your session. Please do not share weights or equipment with other Gym users. At this time, we would ask you to refrain from 'spotting' other members when using the free weights.

**The Gym will operate the following hours:**

- **Saturday 25<sup>th</sup> & Sunday 26<sup>th</sup> July, 8:30am – 5pm (Gym only)**

**From Monday 27<sup>th</sup> July:**

- **Monday to Friday 5am – 9:30pm**
- **Saturday and Sunday 7am – 5pm**

You will be able to book a session in the Gym as follows:

<b>Time</b>	<b>Gym session available</b>
05:00-06:30	90 minute bookable slot *
06:30-07:00	Clear Gym, cleaning & reset 30 mins
07:00-08:15	75 minute bookable slot
08:15-08:30	Clear Gym, cleaning & reset 15 mins
08:30-09:30	60 minute bookable slot
09:30-09:45	Clear Gym, cleaning & reset 15 mins
09:45-10:45	60 minute bookable slot
10:45-11:00	Clear Gym, cleaning & reset 15 mins
11:00-12:00	60 minute bookable slot
12:00-12:15	Clear Gym, cleaning & reset 15 mins
12:15-13:15	60 minute bookable slot
13:15-13:30	Clear Gym, cleaning & reset 15 mins
13:30-14:30	60 minute bookable slot
14:30-14:45	Clear Gym, cleaning & reset 15 mins
14:45-15:45	60 minute bookable slot
15:45-16:00	Clear Gym, cleaning & reset 15 mins
16:00-17:00	60 minute bookable slot
17:00-17:30	Clear Gym, cleaning & reset 15 mins
17:30-18:45	75 minute bookable slot *
18:45-19:00	Clear Gym, cleaning & reset 15 mins
19:00-20:15	75 minute bookable slot *
20:15-20:30	Clear Gym, cleaning & reset 15 mins
20:30-21:30	60 minute bookable slot *
21:30-22:00	Clear Gym, cleaning & reset 30 mins

\* indicates sessions available Monday-Friday only

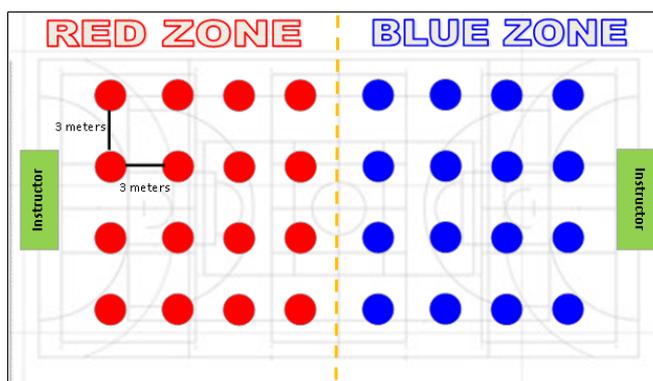
## Sports Hall – group exercise classes

You can rest assured we'll be doing all we can to keep you safe while taking part in a class. We'll be limiting class sizes based on Government guidelines, and scheduling our timetable to give ample time between classes for our thorough cleaning processes.

We have developed a temporary COVID secure timetable, and in the first instance, the Sports Hall will be used for our group exercise classes. To effectively maintain social distancing, there will be 16 spaces available in each class. We have split the Sports Hall in half with two different zones (see below, not to scale).

This will allow for one zone to be thoroughly cleaned while a class is taking place on the other side. After each class you will be asked to leave via the appropriate Sports Hall fire exit.

Our classes will be 45 minutes in duration and there will be plenty of time in between each class to allow for cleaning of the floor, mats and equipment. Boxes will be provided for your belongings - we are asking that you do not bring large bags. Our lockers will be out of use at this time.



Not to scale

If you have your own mat and hand weights, we would encourage you to bring these. Please ensure they are cleaned before and after use. Please do not share mats or weights with other Gym users.

**A small number of group exercise classes will be available each day, commencing Monday 27<sup>th</sup> July. Our fuller group exercise timetable will be in place from Wednesday 5<sup>th</sup> August.**

During our first 10 days of reopening, we will run "Loyalty Week". We will only be inviting back those who have retained their membership throughout lockdown, as a gesture of thanks for the support shown during this very difficult time. From Saturday 1<sup>st</sup> August, all members will be able to use the facilities, as memberships are unfrozen and reinstated.

## Dance Studio – TRX and RPM only

In order to continue to deliver the popular TRX and RPM classes, these will run from the Dance Studio.

These classes will also be 45 minutes in duration and time will be allowed between each class for cleaning and reset. These classes will be limited to 10 spaces.

## WHAT TO EXPECT WHEN YOU RETURN

---

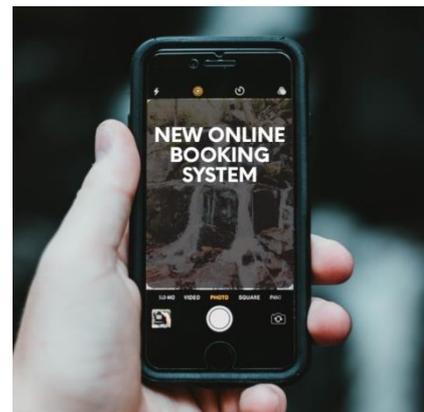
Our Front of House team will be on hand to welcome you back, and to help you to become familiar with our new procedures.

### Booking system – new and compulsory

We are introducing a booking in system for the Gym and group exercise classes. Activities can be booked up two weeks in advance.

It will be **compulsory** to book your health and wellbeing activities. This will ensure that we are effectively managing the number of people in the facility at anyone time, and will reduce queuing at the front desk.

If you are booked in to a session, you will be able to swipe your membership card to enter through the turnstiles.



To book a session in the Gym or a group exercise class, please visit [www.ymcatg.org](http://www.ymcatg.org) and select "Book Class Online" followed by "Book Online Now".

Enter your email address (that is registered on our membership database) and your PIN number. If you don't know your PIN number or want to check your registered email address, simply call the main reception on 01708 766211 or email [fitnessforyou@ymcatg.org](mailto:fitnessforyou@ymcatg.org).

### Cleaning

Areas will be cleaned frequently throughout the day. This will include high touch areas such as door handles, light switches, stair rails and Gym equipment. Instructors will also have additional cleaning responsibilities and equipment will be cleaning at the end of each session.

We need your help to keep our venue and equipment clean. Please clean your work workstation and equipment before and after use. Appropriate spray and cloths will be provided. Please use the hand sanitiser stations also available in this area.

## Parking at YMCA Romford

Parking is available for those that have booked either a Gym session or fitness class.

However it is important to note that our building works have restarted and that we will be forced to shut the front car park on a couple of occasions. These dates are subject to change (by the Police and motorway restrictions), and we will update the "latest news" section on our website if we hear about any changes. The dates to be aware of currently are:

- Tuesday 28th July at 9pm – Wednesday 29<sup>th</sup> July at midnight
- Monday 3<sup>rd</sup> August at 7pm – Tuesday 4<sup>th</sup> August at midnight

Members who have a booked session will be able to park in the back car park and we will have enough car parking spaces to allow for the capacity of the Gym and class usage. Those booked into sessions will be prioritised in the car park. With this in mind, please do not arrive until 10 minutes before your booked session so that those leaving have time to get back to their car and leave the premises.

If you are arriving for a later class on the 29<sup>th</sup> July or 4<sup>th</sup> August, and the main car park is open, please feel free to park in there. All-day closure is pre-empting any issues that may delay the planned works.

## Lockers

Lockers will be unavailable in the first instance. Small boxes for personal items will be available in the Gym, Sports Hall and Dance Studio. Please avoid bringing large bags in to the venue at this time.

## Water machines

Please remember to bring a bottle of water with you. Our water machines will still be available but they are only to be used to fill water bottles - please do not drink directly from the water machine at this time.

## A shared space

As you know, we are more than just a Gym, and whilst our health and wellbeing facilities have been temporarily closed, other services have continued. Our Romford branch is home to 148 residents who,



like many of us, have struggled to come to terms with the current situation. Many of our residents do not have support networks to fall back on, and now more than ever, need your understanding.

**Please respect that this is a place that our residents call home; a place where all of our service users should feel valued.**

Our pre-school has also remained open – initially for key workers and vulnerable children but more recently re-opened with limited intake. You may notice children coming in and out of our building. We have limited the number of children that can attend sessions, and children are now assigned groups, or bubbles, that they stay in whilst attending pre-school. They also have their own designated entrance to ensure that social distancing is maintained.

Our community facilities are open to the public and are therefore a shared space. We expect all of our service users to respect one another and abide by the procedures we have in place. **Anyone not adhering to these guidelines and social distancing procedures will be challenged and may be asked to leave the venue.**

## Face coverings

Fitness users are not required or recommended to wear masks when taking part in physical activity. You and our staff may choose to wear a mask or face covering to and from the venue and whilst walking around. Please follow Government guidance if you travel to the venue by public transport.

## Diner

We're ready to reopen our Diner so that you can enjoy a range of takeaway items such as freshly prepared sandwiches and healthy snacks. You'll also be able to enjoy hot and cold drinks to keep you refreshed and hydrated.

## Personal Training

Enjoy social distanced 1:1 sessions with the guidance of our expert trainers. Sessions will be available in our Dance Studio or in the Gym during our less busy times. Please book a space for you and your trainer if your session will be taking place in the Gym - book at reception if your session is taking place in the Dance Studio.



## Membership changes

Over the past few months we have been evaluating our offer and prices, and are pleased to announce we will be offering a 'digital only' membership as well as a combined digital and face to face offer. Keep an eye on your emails and social media for updates.

## THINGS TO REMEMBER

---

- Please do not come into the centre if you feel unwell
- Let us know if you or anyone in your household develops COVID-19 symptoms
- Wipe down equipment with the sanitiser provided before and after use
- Wash your hands frequently
- Please be patient, polite and observe all notices
- Please do not remove any cleaning materials/hand sanitiser from the centre
- We ask that where possible, Pay and Play members pay by contactless card rather than cash
- We discourage any unnecessary physical contact with other users. If you do come into contact with another user or member of staff wash your hands to limit any risk of infection
- If you have any feedback, please contact us at [info@ymcatg.org](mailto:info@ymcatg.org)

## YOUR COMMITMENT

---

By booking an activity and visiting YMCA Romford, you are agreeing to act in line with our new operating procedures highlighted in this document.

If you have any questions or comments at any time please contact us at [info@ymcatg.org](mailto:info@ymcatg.org).

## HELPFUL LINKS

---

<https://www.gov.uk/government/publications/closure-of-educational-settings-information-for-parents-and-carers/reopening-schools-and-other-educational-settings-from-1-june>

<https://www.gov.uk/coronavirus>

<https://111.nhs.uk/covid-19/>

<https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19>

<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance>

<https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers>