

YMCA THAMES GATEWAY

YMCA



MEMBER PACK

Updated guidance for
members
September 2020

We are open!

After being closed for more than four months we reopened the gym and restarted our group exercise classes from Saturday, 25 July. We have been delighted to see so many of you back and hope that over the next couple of months others will also be able to return. We are now working to resume further sporting and fitness activities including badminton, Boccia and climbing.

This member pack has been updated for September and you will notice some changes taking place.

Things look a little different to normal as we have re-configured our spaces. We have carried out thorough risk assessments and implemented new operational procedures in line with the government guidance to ensure that we provide the most effective measures to put our members and staff's health and safety first.

The following information explains all of 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 access to our facilities will be revoked. We are sure that you will understand that patience, tolerance and flexibility are key for the safety of everyone in these difficult circumstances.

Thank you for your continued support!

NEW PROCEDURES

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

We have incorporated 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 is in place.
- The majority of group exercise classes have moved to the sports hall for the time being, to allow for social distancing.
- Enhanced cleaning schedules have been introduced to maintain high levels of hygiene, particularly across high contact points throughout the building.
- Hand sanitiser stations are located in reception and throughout the building and washing your hands regularly and using sanitiser is encouraged.
- Members are being asked to sanitise their equipment before and after use in the gym and in classes.
- Team members are around to help to sanitise equipment after every class/gym session; we are asking members to do this too so that no piece of equipment is missed.



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

WHAT WE ARE ASKING OF YOU

DO NOT come in to 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/.



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

We ask that you enter the building via the main entrance and exit via a suitable fire exit depending on the activity you have taken part in. This helps us to maintain social distancing as much as possible.

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

A one-way system is 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 has become compulsory, further information is detailed below. If you are a pay-and-pay member we are asking you, where possible, to use contactless payment rather than cash.

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

Our restaurant is open and fully operational. Please access the restaurant by exiting via the appropriate fire exit for your activity and re-enter the front of the building.

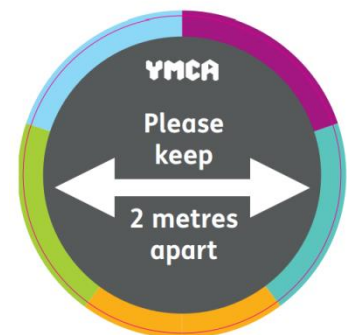
Toilets and changing rooms

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

Many of you are back to your gym routine already - with all the space and equipment you need plus instructors on-hand to ensure a great workout!

In order to maintain social distancing we have limited 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 clearly indicates 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 we have been able to maintain appropriate social distancing while you workout.

To ensure maximum numbers are adhered to, we have introduced a booking system and members are able to book fixed sessions in the gym up to one week 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 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 operates the following opening hours:

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

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

Time	Gym session available
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 are doing all we can to keep you safe while taking part in a class. We are limiting class sizes based on government guidelines, and scheduling our timetable to give ample time between classes for cleaning.

We have a new group exercise class timetable starting on Saturday, 5 September and have made the following changes to our schedule/facilities:

- We have added more Spin and Yoga classes to meet demand.
- Favourites such as our Rehab programme, Insanity (Friday) and our Ladies Only Fitness are back on the schedule.
- We've increased the class size in the sports hall to 22 participants.
- We have removed the red and blue zones so the whole sports hall can be used for every class – this will allow more space for each participant. Please continue to stand on a marker/spot during your class to maintain distance from other members.
- We've moved some classes to the Diner to ease congestion in the sports hall (see timetable for further information). Classes in the Diner will be limited to a maximum of 13 participants.

Classes continue to be 45 minutes in duration and there will be a minimum of 15 minutes between each class to allow for cleaning and packing away of equipment. Members must wait (socially distanced) in the corridor until their allotted class time.

Boxes will be provided for your belongings, and we are asking that you do not bring large bags. Our lockers will be out of use at this time.

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.

Dance Studio – TRX and RPM only

In order to continue to deliver our popular TRX and RPM classes, these will run from the dance studio. From Saturday, 5 September further classes will be moving to the dance studio (See updated timetable for more information).

Classes in the dance studio are also 45 minutes in duration and time will be allowed between each class for cleaning and reset. In accordance with Government guidance, activities in the dance studio remain limited to ten spaces.

WHAT TO EXPECT WHEN YOU RETURN

We've adapted our offer and have enhanced measures in place to keep you safe and healthy.

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

Booking system – new and compulsory

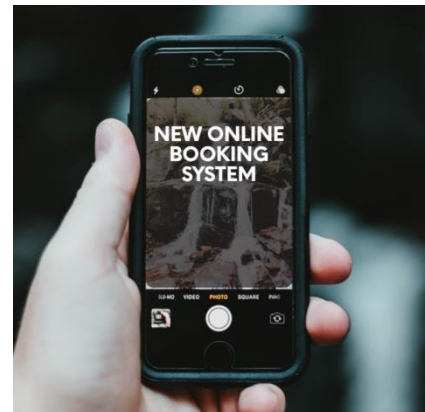
We have introduced a booking in system for the gym and group exercise classes. Activities can be booked up to one week in advance.

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 any one time and will reduce queuing at the front desk.

If you are booked in 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 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. To get your pin number or check your registered email call the main reception on 01708 766211, or email fitnessforyou@ymcatg.org.



Cleaning

Areas will continue to be cleaned frequently throughout the day; cleaning, personal hygiene and social distancing remain the best ways to avoid the spread of Coronavirus.

Our cleaning regimes 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 cleaned at the end of each session.

We need your help to keep our venue and equipment clean. Please clean your 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 who have booked an activity; gym session or fitness class.

Members who have booked will be able to park in the main car park or back car park (if building works are taking place). We have enough car parking spaces to allow for the capacity of the gym and class usage.

Lockers

Lockers are still unavailable. Small boxes for personal items will be provided 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 were temporarily closed, other services continued. Our Romford site 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 and support.



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

Our community facilities are open to the public and 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. We ask that you wear a mask or face covering when walking

around the venue; this can be removed as soon as you arrive at your activity destination. Please follow Government guidance if you travel to the venue by public transport.

Restaurant

Our restaurant is open serving a full menu. Please visit us for hot and cold drinks, snacks and freshly prepared lunches. See menu and serving times for more information.

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.

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
- If you have any feedback please contact us at info@ymcatg.org
- 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.

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.

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> and <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>