

Courtenay Recreation Programs & Services

BC Restart Phase 3: July 1 Update

FAQ

General Information

With B.C. moving to Step 3 of the Restart Plan, Courtenay Recreation is looking forward to expanding services and welcoming more participants back into our programs.

Recreation facilities will re-open more fully starting in July and continuing throughout the summer. This gradual, phased approach will allow staff to address capacity increases and operating changes.

The following priority areas have been identified for expansion of services and access:

- Courtenay & District Memorial Outdoor Pool
- Wellness Centre & Lewis Centre
- The LINC Youth Centre

Stay tuned as we make program and facility announcements through July and August.

All facilities and activities will adhere to Communicable Disease Plans as set out by Worksafe B.C. and other recommended guidelines set out by Island Health and other appropriate industry associations. Procedures, programs & services will be continuously monitored, assessed and will be modified as necessary.

Please Note:

- Masks are recommended (not required) to be worn inside Courtenay Recreation buildings for anyone 12 years and over who has not received both doses of a COVID vaccine.
- The health and safety of our participants and staff are important to us, therefore, please stay home if you, your child, or anyone else in your household becomes sick. If you need to assess your symptoms, please call 8-1-1 or use the BC COVID-19 Self-Assessment tool:
<https://www.thrive.health/bc-self-assessment-tool>
- Follow signage and facility directional markers posted throughout the facility
- Wash hands frequently
- Increased cleaning and frequency of all high touch surfaces has been implemented
- Access to the Lewis Centre is still limited to those who have registered for programs

Program Registration Information:

Program registration can be done over the phone or online. Drop-in options will be phased in throughout the month of July, starting with the Outdoor Pool on July 1. We hope to introduce Fitness, followed by the Wellness Centre later on in the month of July.

To register online:

Go to: www.courtenay.ca/reconline

(Have your login ready or create a new account)

1. Select REGISTER ONLINE
2. Search & Select the Activity by name (for example "Length Swim" or "Wellness Centre")
3. Choose your desired date and time
4. Select Add to Cart
5. Select Enroll Now
6. Login if not already
7. Select participant, dates of enrollment (the classes you would like to attend), complete required field/s
8. Select Add to Cart
9. Review the information selected and complete any required fields
10. Select Check Out
11. Process payment

OR Register **over the Phone** by calling the Lewis Centre (250) 338-5371 or the Filberg Centre (250) 338-1000 with Visa or MasterCard.

As of July 1 the following is in effect in the identified programming areas:

Courtenay & District Memorial Outdoor Pool

- Pre-registration online or over the phone is available
- Drop-in payments are also now accepted
 - Cash only at the Memorial Outdoor Pool
 - Credit/Debit only available at The Lewis Centre (entre through last set of doors on Parking lot side of Lewis Centre)
- Capacity limits have increased
- Changerooms will be available starting the week of July 5
- Spectators are welcome
- Equipment is available for use
- Punchcards & Memberships cards are available to those who have purchased, making dropping in easier as they will be scanned by Aquatic Staff upon entry. * Pre-reservation is also available online too
- Please check online or call to ensure spaces are available prior to dropping in

Pool Drop-in special considerations:

- Cash drop-ins and punch cards are only accepted prior to 7:30am on weekdays, no debit/credit drop-in option is available until after 7:30am,
- On weekends, cash only drop ins and punch cards will be accepted between 12:00-1:15pm, until Lewis Centre reception opens.

Squash – Returns July 5

Squash is scheduled to return on July 5 for limited pre-reserved bookings. Please call to register.

Fitness Programs

We are pleased to welcome back high intensity fitness programs into our fitness schedule. All fitness programs, are able to resume being offered indoors; and masks are recommended, but no longer required. All fitness programs are pre-reserved only (online or over the phone), with drop-in options slated to return July 12.

Wellness Centre

Wellness Centre continues to operate on a pre-reserved basis, during specified time slots. Masks are recommended, but not required. Wellness Centre Drop-ins and the elimination of time slots is slated to return July 19. More information will become available closer to this date.

Please note: not all equipment is currently available at this time.

Adult Activities

All adult art & Leisure, and sport activities are now running. Please see the Recreation Guide or online for our current summer offerings.

The LINC Youth Centre

The LINC Youth Centre is open for pre-reserved skatepark times only. Drop-in services for youth is slated to return the month of August.

Summer Camps

Please see the parent handbook for updated information

We want to thank-you all your patience and understanding as this process evolves. Please refer to Courtenay Recreation's website and Facebook page for updates. This FAQ will also be updated as programs and services are re-introduced.