

Courtenay Recreation

Wellness Centre Pre-registered Drop-in FAQ

A 90 minute workout time has been provided to allow for a comprehensive workout which includes the consideration of additional equipment cleaning time that each gym user is responsible for as part of their workout routine.

Please stay home if you are sick. If you need to assess your symptoms, please call 8-1-1 or use the BC COVID-19 Self-Assessment tool: <https://bc.thrive.health/covid19/en>

Wellness Centre equipment has been reduced and re-arranged to allow for physical distancing. Those who are not adhering to guidelines may be asked to leave. Participants must stay 2 metres apart. A limited amount of spaces are available per booking, equipment has been removed to promote physical distancing and hand sanitizer stations will be available throughout the facility.

How do I register for a Wellness Centre drop-in?

Register **Online** at www.courtenay.ca/reconline

(Have your login ready or create a new account)

1. Select REGISTER ONLINE
2. Search for the Activity called **“Wellness Centre Pre-registered drop-in”**
3. Select Add to Cart
4. Select Enroll Now
5. Login if not already
6. Select participant, dates of enrollment (the classes you would like to attend), complete required field/s
7. Select Add to Cart
8. Review the information selected and complete any required fields
9. Select Check Out
10. 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*.

How do I register for a Wellness Centre drop-in if I am between the ages of 13-16?

If you are between the ages of 13-16 years registration can only be completed over the phone by calling the Lewis Centre or Filberg Centre. You must register and attend your booking with an adult.

How do I register for a Wellness Centre drop-in if I have a **punch card**?

Registration can be completed online following process previously listed and/or **over the Phone**. ***Please note:** punch card holders are limited to booking one timeslot online. Should you wish to book more than one timeslot – please call either the Lewis Centre or Filberg Centre.

How do I register for a Wellness Centre drop-in if I have a Wellness Centre Membership?

Registration can be completed online following process previously listed and/or **over the Phone** by calling the Lewis Centre or the Filberg Centre.

How do I **cancel** a Wellness Centre drop-in?

Wellness Centre bookings can be made up until 1 hour prior to workout, no last minute drop ins will be permitted at this time, you must have pre-registered for your booking. A previously booked Wellness Centre drop in must be cancelled 2 days prior to the start of your booking and can be done by phoning the Lewis Centre at 250-338-5371 or the Filberg Centre at 250-338-1000.

What can I expect when I arrive and when should I arrive?

Please do not arrive more than 5 minutes prior to your booking start time. Proceed to the Lewis Wellness Centre Entrance and stand on one of the physically distanced spots, marked on the ground outside of the Lewis Centre and wait to check in. Recreation Staff will open the door once check-in is ready to begin.

***Please note:** you must arrive within 10 minutes of the selected start time of your booking, or you will not be allowed entry – please call if you know you will be late.

How do I check in?

An office staff will check everyone in one participant at a time at the desk outside of the Wellness Centre. Here they will ask if you have any symptoms of COVID-19, check you in and then direct you to sanitize your hands and enter the Wellness Centre one at a time. If you have any symptoms, you will not be permitted to attend your booking.

Getting ready for your workout

- Do not attend your booking if you are exhibiting any symptoms of COVID
- Come dressed in your workout gear, wear appropriate footwear and bring your own water bottle , bottle refill stations will be available but there will be no access to the fountain.
- Upon entering the Wellness Centre, you will be given your individual cleaning caddy to place any keys, water bottles or personal belongings and take it with you to each piece of equipment. **Please note:** no storage cubbies will be available to you
- Keep personal items to a minimum, leave them in your car or at home if possible. Do bring your own weight belt, gloves, towel, etc. if needed, these **will not** be provided.
- Your registration limits you to the booking time noted on your receipt – no exceptions.

During your workout

- Please maintain at least 2 metres from others while you work out.
- Please refrain from congregating in groups before, during or after your workout to allow for physical distancing of others.
- Wash or sanitize your hands before and after your workout. Frequent handwashing is highly encouraged.
- “Working in” on pieces of equipment will not be permitted at this time
- Spotting – Wellness Centre Attendants and partners will not be available for spotting. We encourage you to lift an amount where spotting is not required.
- Please prepare for the completion of your workout by finishing 5- 10 minutes early to give yourself time to thoroughly wipe down any last equipment you use.

Procedure for cleaning each piece of equipment used during your workout

- Before you use equipment: Using disinfectant wipes provided, clean the parts of the machine or equipment you will be using (pins, adjustment knobs, seats, handles).
- **After** you use equipment: Using disinfectant wipes provided, clean all parts of the machine or equipment used.

After your workout

- Clean your individual caddy with disinfectant wipes before you leave.
- Use hand sanitizer provided upon exit
- Once you finish your workout, please leave the Wellness Centre promptly through the entrance/exit one at a time, as staff need to clean the Wellness Centre for the next group.

Can I just show up and participate?

No, everyone must pre-register for their spot in the Wellness Centre. Limited spots are available, no drop ins without pre-registration will be accepted.

Is the Lewis Centre open?

There is no public access to the rest of the Lewis Centre including change rooms. Washrooms outside of the Wellness centre on the upper level are available for use, hand washing and social distancing protocols are to be followed.