

Brock-Niagara Centre for Health & Well-Being

Brock Niagara Centre for Health and Well-Being Hours: Monday – Friday 7:30 am- 4:00 pm

Large Gym (10 members maximum)	Power Cord Area (4 members maximum)
Available Exercise Time Slots: Monday-Friday	
7:30 am- 9:00 am	
10:00 am- 11:30 am	
12:30 pm- 2:00 pm	

Two active membership options are available, but please keep in mind the following:

- There will be limited student assistance (to allow us to maximize member access for a given time slot), so members need to be independent with their exercise routines
- There will be no transfers, so members must be able to get themselves on and off equipment independently
- FES, Excite, harness for body weight support treadmill, tilt table and leg stabilizers for the NU step will not be available in the Power Cord area
- You will only be able to go to the side that you signed up for. Unfortunately, due to social distancing regulations we are unable to allow members to move back and forth between the two sides
- Members cannot sign up for the same time slot more than once during the same week and will be limited to signing up maximum 3 times per week to allow all members the chance to come and exercise

Option 1: Regular membership (12-month membership= \$35.25 +HST/month; 6-month= \$39.00 + HST/month; 3-month= \$41.00 +HST/month)

This membership is for those who will be returning to the Centre for exercise. It also includes access to all of the online fitness classes and programming, as well as the opportunity to work one-on-one with a student (in person or online).

Option 2: Online only (\$25/month)

For members who may not be ready to return to the Centre yet for in-person exercise, this membership will allow you access to all of the online fitness classes and programming. You will also have the opportunity to work one-on-one with a student for an at home exercise program if you choose.

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To restart your regular membership or join the online membership, we will get you started and set up with an online account. The online account will allow you to sign up for Centre exercise time slots and/or online programming as they become available. For those who have already taken part in the online membership, you already have an online account.

For assistance setting up your online account, please book an appointment with our staff.

Email: healthyniagara@brocku.ca

Phone: 905 688 5550 x 5589 or x 5585

If you have any questions or concerns about membership, please do not hesitate to ask.

Centre Re-opening Protocols

Introduction

Our dedicated team has been working hard to create a reopening plan that is caring, informed, comprehensive and consistent with similar community gyms. Our new health and safety standards will be updated regularly. It is important to understand that public health information and provincial orders can change quickly. We will be doing everything we can to update our members as quickly as possible in response to these changes. We look forward to welcoming you back.

Cleaning, Safety & Social Distancing

1. **All members must be screened and then checked in by a staff member prior to entering the Centre. A screening station will be located at the main entrance (left side entrance of the building) where members will fill out the Self-Screen Survey https://brock.ca1.qualtrics.com/jfe/form/SV_aY8E7d1s1KWToxv.** The survey can also be accessed and completed prior to entering through the Brock Safety app.
2. Hand sanitizing dispensers will be at all entrances and throughout the Centre for use before, during, and after exercise sessions.
3. Disposable cleaning wipes will be available and are to be used before and after use of all equipment.
4. Staff will clean all areas and surfaces used between exercise sessions.
5. Frequently touched surfaces will be cleaned with hospital grade disinfectant (e.g., entrances, washroom, handles, etc.)
6. There will be 1-hour of dedicated cleaning time after each workout session. This time will be used to prepare the Centre for the next workout session.
7. All staff, students, and members will be required to wear masks whenever possible (with the following exceptions: during exercise or for medical reasons).
8. Stickers with arrows will be marked on the floor to help with flow.
9. Workout station squares will be marked in designated areas for free-weight exercise use.
10. Members must maintain a 2-metre distance with each other. Certain machines will be marked out of order to maintain social distancing guidelines.

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11. Upon completion of exercise sessions members must leave the Centre immediately. This will allow staff to complete the required cleaning procedures.
12. A protective barrier has been installed at the payment desk to protect both staff and members. Payment machine and surfaces touched will be cleaned after each use.
13. If you are feeling ill, please do not come to the Centre.
14. If you are presenting any COVID-19 symptoms or have a positive COVID-19 test, please tell us so we can notify those who were present and do a thorough cleaning of the space and equipment before re-opening.

Amenities

1. Members must bring their own water for their workouts. In the event members forget, water will be available for purchase.
2. Showers will not be available to members during this time.
3. The washrooms will be available for use but will be limited to one person at a time.
4. Fans will remain OFF at this time to prevent any unnecessary air movement.

Lockers

1. Please come in your gym apparel if possible.
2. Lockers will not be available at this time. While in the Centre, please carry personal belongings with you or leave them locked in your car.

Equipment

1. Bands, foam rollers, rubber weight bars, yoga blocks, straps, or equipment with fabric parts will not be available for use.
2. You can bring your own mat for use if you wish. Limited mats will be available at this time.
3. Battle ropes, tilt table, FES, Excite, harness for body weight support treadmill and leg stabilizers for the Nu-step will not be available for use in Power Cord.
4. Logbooks will not be available.
5. Blood pressure cuffs will not be available at this time. Members are encouraged to take their blood pressure at home before and after themselves if possible.
6. All cardio equipment will have a time limit of 30 minutes (e.g., bikes, treadmills, etc.)

Memberships & Payment

1. Regular memberships will come off hold once you return to the Centre. If you wish to stay on hold, or continue just with the online programming, please contact Sarah or Ally.
2. All memberships (in person or online) will now need an online account. In person members, will need this online account to sign up in advance for in person exercise sessions. If you wish to set up an in-person appointment in order to set up your online account, you can email or call Ally or Sarah.
3. A **regular membership** (includes both in person and online access)
 - Regular membership fee: 12-month membership = \$35.25 + HST per month,
 - 6-month membership = \$39.00 + HST per month,
 - 3-month membership: 41.00 + HST per month.

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4. An **Online membership** – (includes online access only)
 - \$25.00 per month
5. Payment can be taken at the Centre (we accept credit, cheque, debit) or online (we can accept credit).
6. We encourage you to pay online or over the phone; setting up auto-pay is simple and can be cancelled at anytime.

Booking Online

1. There will be a maximum capacity of **10** members in the main gym and a maximum of **4** in Power Cord.
2. Members must sign up online for a time slot to enter the Centre – you cannot walk in without an online booking.
3. Sign up online by:
 - Logging into your Zen Planner member account, by calling the Centre, or emailing Centre staff to confirm a time slot.
4. You may sign-up online 1 week in advance and are limited to 3 sessions per week. If you require transit and need to sign-up more than 1 week in advance, contact a staff member to do so.
5. We will continue to check in members; please wait at the designated area outside the main entrance until a student or staff member has checked you in upon arrival.
6. Exercise sessions will be 1.5 hours long with 1 hour between sessions for cleaning.
7. You will receive a reminder when 15 minutes is left.
8. If members show up to the Centre without booking, there is a chance they will not be able to exercise if that time slot is full.
9. If you are unable to make your time slot, please let us know as soon as possible so someone else has the opportunity to sign up. Members who miss their booked time slot without notice will be unable to book for 7 days. These members will be permitted to walk-in, only if space is available.

Group Fitness, Training & Support

1. There will be limited student assistance, so members will need to be independent with their exercise routines.
2. There will be no transfers, so members must be able to get themselves on and off equipment independently. **In the event of an emergency, staff will come in contact with a member to treat them as needed (i.e., First aid, CPR, autonomic dysreflexia, etc.)**
3. Fitness classes will remain online only for the time being.
4. There will be no balance area available due to social distancing recommendations.
5. On-on-one training will be available through our online platform. Please contact a staff member if you are interested in this option.

Thank you!

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Thank you for your patience and understanding during this time as we transition back to the Centre.

FAQs

1. I have difficulty breathing/wearing a mask; can I still attend the Centre?

Members are asked to wear a mask as much as possible inside the Centre and maintain a 2-metre distance from others. We do not expect members to wear their masks while actively engaging in exercise. We ask that members wear a mask when going in and out of the Centre, to and from the washroom, while in the washroom area, while taking a tour/visiting, waiting for an exercise session to start/at check in. We also recommend members carry their masks with them at all times.

2. What if I forgot or don't have a mask?

We will have masks at the Centre available for purchase for those who need one.

3. I haven't exercised since the closure, where should I start?

You will want to ease yourself back into a routine. Cardio exercise duration may not be as long and may be broken into multiple bouts. You will want to keep the weight for all resistance exercises lighter to start. If you need help getting started, ask a staff member or student. We are here to help you.

4. Why do I need to book online?

With booking online, we are finding a balance between the safest Centre environment possible and the best experience for our members.

5. What if I feel ill /will be away and unable to come the Centre?

If you feel ill, please do not come to the Centre. Please notify our staff so we can put your membership on hold if:

- a. You will be away for 2 weeks at a time or more,
- b. If you are ill for an extended period of time, or
- c. If you need to self-isolate.

6. What are the new hours of operation?

- **7:30-9:00 AM – Session 1**
 - (Cleaning 9:00-10:00 AM)
- **10:00-11:30 AM – Session 2**
 - (Cleaning 11:30-12:30 AM)
- **12:30-2:00 PM – Session 3**
 - (Cleaning 2:00-3:00 PM)

7. With some amenities closed/restricted will my membership fees be reduced?

At this time, membership fees will remain the same in order to offset the costs related to the maintaining the Centre as a safe environment for all our members.

8. Are these changes/protocols permanent?

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No, with the ever-changing protocols brought forward by the government and University, we will constantly update our protocols and safety measures.

9. Is there a waitlist for Centre exercise time slots?

When signing up online there will be a waitlist that members can join. If there is a cancellation, you will receive an email to let you know that you now have a spot in that time slot.

10. When will the Centre have in person fitness classes?

We cannot give a specific date at this time; it will depend on our students and space. We have not ruled out the idea of outdoor fitness classes and programming.

11. I am currently doing the online program, but can I go back to my regular membership when the Centre re-opens?

Yes. Your regular membership will start when the Centre is re-opened and includes all online programming. Your online membership will end at that time and you will only pay a regular membership fee (which will include both gym access and online).

12. Can I bring my own equipment?

Yes. Members are more than welcome to bring their free weights or bands to exercise.

13. I am not sure if I meet the qualifications to exercise, what should I do?

If you are not sure, please contact Sarah or Ally. They will be able to let you know what is available based on your needs.

14. When will my regular membership restart?

If you choose option 1 (regular membership) your membership will be taken off hold on the date that the Centre re-opens, and you will have access to both the gym and online programming. If you choose option 2 (online membership only), your membership will begin as soon as you are signed up.

15. Am I responsible for cleaning equipment?

Yes. Staff will be cleaning in between exercise sessions, but members are still required to clean off all equipment and areas they may have touched during their exercise session with sanitation wipes provided.

16. What if I can't make my scheduled time slot?

If you are no longer able to make your scheduled time slot, please cancel your reservation so other members have the chance to take your spot.

17. How many time slots am I allowed to sign up for?

Please limit sign up to 3 times per week. We want to make sure all members have the opportunity to come into the Centre. If possible, please try and sign up at different times so that everyone has a chance to come at different times.

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18. If I have questions, or need to cancel my session, who do I contact?

Please email healthyniagara@brocku.ca with any questions you may have.

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