



NESA 2020 Re-Opening News and Updates

Last updated on Thursday, July 23, 2020

NESA is glad to hear about the excitement around the re-opening of the center, even if it is only at a limited capacity. The feeling is mutual and we look forward to seeing the members soon.

Understandably, there are also members with legitimate apprehensions about returning, and rightly so. We appreciate your concern. **We strongly encourage participants to only return if and when they feel comfortable to do so.**

The NESA team attended provincial town hall meetings that included the Provincial Ministers and Dr. Hinshaw. One was focused on Senior Serving organizations, and the other was Recreational Activities. Guidelines were developed and shared on the Provincial Government website. These informative sessions provided the framework of what activities would be permitted.

The City of Edmonton organized a walk-through of our facility with representatives of Alberta Health Services, and City Departments including Occupational Health and Safety, Facility Management and Custodial Services. They reviewed and approved the modified room set ups, equipment and cleaning plans.

The NESA staff have spent a lot of time making necessary accommodations to the building and activity spaces to allow for acceptable physical distancing and proper sanitization. Please review the Restrictions and Guidelines by clicking [here](#). It is our priority to keep you, the volunteers and the staff safe.

As inquiries about the re-opening arise, information to the **Frequently Asked Questions** will be added.

Frequently Asked Questions

PROGRAMS AND ACTIVITIES

Q: I noticed that the maximum participants in some of the fitness programs are different than others. How can the numbers vary if we are reducing the number of people in order to adhere to social distancing?

A: As member safety is our top priority, all rooms have been strategically set-up and measured to ensure that the Alberta Health Services social distancing requirements have been met. Some of the fitness programs, such as *Cardio Plus* and *Fit For Your Life* have been moved from the Studio (208/209) to the Auditorium to accommodate the larger volume of patrons who typically attend.

Other programs including seated-based exercises, yoga and other specialty fitness programs are all scheduled in spaces where each patron is allotted a designated area to exercise within while at the same time, maintaining social distancing requirements between other patrons.

In some instances, classes may alternate in between rooms to accommodate the additional cleaning required once a class is finished. Ensure to check the schedule upon arrival to ensure you know where you are going for your class.

Q: Can you explain how and why the phases were determined?

A: The phased approach was developed with all of the information gathered from the provincial town hall meetings and the AHS visit, as well as what is allowed via the guidelines and in some cases, Provincial Orders. Activities are identified as being low/ high risk and low/ high priority. The suggested phases are all subject to change based on the recommendations and guidance from Alberta Health Services.

- Low-risk activities: The activity can commence with appropriate physical distancing, it is minimal-to-no shared equipment and/or supplies, and the workspace can be effectively cleaned and sanitized. *Please note that low-risk activities with previous low enrollment may be placed in a later phase to accommodate higher enrolled activities.*
- High-risk activities: The activity cannot be done while properly adhering to the physical distancing guidelines and high touch areas are difficult to effectively clean and sanitize. An activity will also be considered high-risk if there is an increased likelihood of transmission of sweat or saliva droplets and equipment/supply sharing is unavoidable; for instance a high-impact fitness program, floor and court sports, singing or playing wind instruments.

- Low or High Priority: All activities are important and the preference would be to open all of them. Unfortunately, that is not possible at this time. It is required to divide programs by priority based on enrollment. Activities with higher enrollment have a greater need to accommodate, granted they were identified as low-risk.

Other factors that have affected which phase activities were placed are instructor or space availability.

The intention is to open the majority of programs in PHASE 1 as early as Fall 2020. We have been advised not to act too quickly as this is all uncharted territory and we need to evaluate how operations commence once we reopen in early August with limited offerings.

Q: Why did the maximum enrollment change on my favorite class?

A: Room capacities were reduced in order to accommodate the new physical distancing requirements, allowing participants to remain at least 6-8 feet from others. Some programs were required to change location entirely which could also affect how many people can register based on the new location's capacity.

Q: Why has my program's time changed? Is this temporary?

A: Some program times have been adjusted to allow time before, during and after programs for proper cleaning and sanitization. Room availability has also caused various program times to change. Although we cannot guarantee any permanent spaces and timeframes for this season or in future seasons, we can guarantee that the NESAs team is doing their very best to offer a variety of programs to accommodate as many members as safely as possible.

Q: What is the status on the fitness centre passes since NESAs closed after March 13, 2020?

A: The amount of time the center was closed for (20 weeks) will be added to all 10/12 visit and annual passes that were still active prior to the facility closure. Monthly Passes purchased after February 13th will be extended by one month.

Q: How do I book online spots in the fitness center?

A: Please check for updated information on NESAs website under "What We Do" and in the section called "[Fitness Centre](#)". Online bookings will be available for up to two weeks at a time for 75-minute time intervals. Bookings commence at 8:30am on July 20th, 2020 for sessions beginning the week of August 4th, 2020. You must be a NESAs member and have an active fitness centre pass to book time in the fitness centre. (Drop-in admissions will pay upon arrival).

Please call the Fitness Centre Coordinator Jollean at 780.496.4915 if you require assistance or have questions about the process. Payment for new passes can be taken at the fitness centre or front desk during regular business hours. Please see the [Fitness Centre](#) page for admission fees.

Q: Is everything accessible with the fitness center? Can I use the change rooms?

A: We ask that you come prepared for your activities. Change rooms will be open; however, locker use and showers are **not** available at this time. Please come prepared for your workout by wearing your workout clothes. Water fountains have also been disabled.

ADMINISTRATION AND REGISTRATION

Q: When is registration for the Summer 2020 season?

A: Online registration begins on Monday, July 20, 2020 at 8:30am. Mail-in registrations will be processed the day after the first day of registration and as received thereafter.

Q: Where do I go to register online?

A: Click [here](#) to be redirected to our website.

Q: Please help! How do I setup my account online?

A: Click [here](#) for full step-by-step and video tutorials on how to register online.

Q: Why don't I get emails from NESAs?

A: In order to get emails from us, you must sign up. Please click [here](#) to subscribe. If you have already subscribed but still do not receive our communications, please check your 'spam' folder as these emails may have been re-directed to this inbox. Still having issues? Please [contact](#) us and we will look into this for you!

Q: When can I pick up my Winter/Spring refund? (Any refund that was under \$10.00 did not get mailed out)

A: The building will be open on August 4th and refunds will be available for pick up at the front office. Please note the new hours: Monday to Friday 8:30 – 4 pm, closed from 12 – 12:30 pm. Also consider that we anticipate that the office will be busier the first week of programs. Perhaps waiting until after that might be a better option to avoid crown congestion.

Q: Can we donate books, puzzles and wool again?

A: Yes, please do! It is time to refresh all of the stock and provide new options to the members. A sanitization and holding process has been placed upon arrival of those donations. Look for the designated drop-off areas for these items upon your visit to NESAs.

Q: Why can't we do in-person registration anymore?

A: In-person registration typically begins as an event where hundreds of members including volunteers and staff file through the lobby, café and auditorium within a 4-6 hour timespan. Many surfaces, papers, and items are touched multiple times with limited opportunity for effective sanitization. Proper physical distancing is impossible. The risk is too high and it violates guidelines set by AHS and the City of Edmonton however, that won't stop us from running activities! Registration is required to be contactless, and we will do our best to support our members through this new process. Please refer to the "How to Register" document on our website or in the "Welcome Back Package" that was delivered via mail. If you still need assistance, please contact the front desk at 780.496.6969.

Q: Why can't I find where to register or see the programs offered on MyActiveCenter?

A: On-line registration begins on July 20th at 8:30 am. You will be able to view and select the activities at that time. You can however set up your personal account in order to be more prepared when registration commences. To view program offerings, check out the website or the package delivered via mail.

Q: I don't have a PayPal account, can I still pay online?

A: Absolutely! You can bypass PayPal by clicking "pay with Debit or Credit Card" underneath the PayPal login options.

Q: Why can't I get through on the phone?

A: We anticipate our phone lines will be very busy with incoming calls once on-line registration is open. Please be assured that we will have multiple staff available to assist with these inquiries. We thank you for your understanding and patience as we answer all calls and messages in the order that they are received.

Q: I have an LLP card. How do I register for programs?

A: Call our office at 780.496.6969 and a staff will assist you.

Q: What is an LLP card and am I eligible for one?

A: Visit the [Outreach and Community/Social Supports](#) website for more information.

Q: Can a reciprocal member register for the Summer Programs?

A: Unfortunately at this time reciprocal members cannot register for summer programs. Typically we would love to share our programs with our friends from other centers, however the room capacity is so limited enrollment must be reserved for members only. Thank you for understanding.

FACILITY AND PROTOCOLS

Q: Will the café area be open for people to sit and visit?

A: At this time, the café will not be open for socializing. The NESAs staff are currently evaluating how and where we could safely promote social interactions. Weather permitting; the best option still remains outdoors in the Cherrydale Park area. Feel free to utilize the picnic tables, park benches or bring your own chair! Parking lot interactions may need to move to the grassed areas after programs begin as the lot will be busier.

Q: Do I have to wear a mask to come to NESAs? (Updated July 23, 2020)

A: Edmonton mandates masks at City of Edmonton owned facilities as of August 1st, 2020. Yes, that includes NESAs. Participants, members, staff and volunteers will now be required to wear a mask while in the facility. Exceptions will be made to people with health conditions that make it difficult or impossible to wear masks. If you are in a physical fitness program, you will not need to wear the mask during your activity but will be expected to wear it before and after.

Please note that NESAs will not be supplying masks to members.

Q: Are staff and volunteers wearing masks?

A: Staff and volunteers in public spaces where social distancing cannot be maintained, will be required to wear masks. NESAs will provide staff and volunteers with masks where they are required.

Q: What is NESAs doing for preventative measures?

A: We have a shared responsibility to keep our common areas safe.

- Frequent cleaning
- Shutting down the front desk to allow for sanitization in between volunteer shifts
- Increased public sanitizer and wipes
- Sneeze guards
- Limited enrollment spaces
- Masks and gloves available for staff and volunteers
- Building signage

Q: What will NESAs do if someone tests positive for COVID-19 at the centre?

A: Increased cleaning and disinfection will be executed within the facility, in addition to the adherence to requirements set out by Alberta Health Services as to how to effectively respond and react.

Q: Where do I go to learn more about COVID-19?

A: Click [here](#) for more information