

# FALL 2020 SESSION: FREQUENTLY ASKED QUESTIONS



The West Island Women's Centre (WIWC) is happy to reopen our facility for our Fall 2020 Session. We will have courses at the Centre with physical distancing measures put in place, as well as outside classes. We will also offer a great selection of online courses. For weekday daytime courses at the Centre, our free childcare service will be available with all safety protocols put into place. The following Frequently Asked Questions (FAQ) will cover how we will welcome our community back to the Centre this fall.

If you have any additional questions about our low-cost programs, please contact [programming@wiwc.ca](mailto:programming@wiwc.ca).

For any questions about our free Childcare Service, please contact [iva.rooney@wiwc.ca](mailto:iva.rooney@wiwc.ca).

For any questions about our free outreach services, please contact [outreach@wiwc.ca](mailto:outreach@wiwc.ca).

For all other inquiries, we can be reached at [womenscentre@wiwc.ca](mailto:womenscentre@wiwc.ca).

## HEALTH AND SAFETY MEASURES

1. **What are the health and safety measures that will be put in place for in-person classes at the Centre?**
  - Most daytime classes will be held outside
  - In case of inclement weather, classes will only be held in the gym
  - The gym has been divided into areas to ensure physical distancing
  - In the gym, the ventilation system will run during the class and all windows will be open
  - Maximum capacity will be set at 12 participants and 1 instructor per class (both outside and inside)
  - Any courses that require sitting at desks will have tables spaced out for physical distancing
  - Hand sanitizer will be provided upon entry into building, upon entering the gym, and in the outside class area
  - All coats, shoes, and bags will be brought into the gym during the class (use of the hallway rack will not be available)
  - Participants are encouraged to arrive ready to engage in the activity and at the appointed time in order to avoid gatherings. They are also encouraged to leave as quickly as possible after the activity ends.
  - Before and after the activity, staff and participants must wash their hands with soap and water for 20 seconds or disinfect them.
  - Participants' personal effects are to be kept to a strict minimum (e.g. water bottle and towel) and are not to be left just anywhere. Specific areas may be designated for this purpose.

- Non-essential physical contact between participants, staff and accompanying persons (e.g. huddles, handshakes, hugs) is not permitted).
- In keeping with the Quebec government's mask regulations, anyone 10 and over must wear a mask when entering an enclosed or partially enclosed public space. Your mask must be worn in all common areas of the building, including the front entrance, hallways, and washrooms.
- If you are attending an indoor activity at the Centre and would like to remove your mask, you may do so once you have reached your assigned space, and only if you are able to maintain a 2-metre distance from other people in the room at all times.
- If you are attending an outdoor activity at the Centre, you must keep your mask on if you enter the building. You are not required to wear your mask outside of the building, but you must continue to maintain a 2-metre distance from other people.
- Spaced blocks of activities (staggered schedules) are planned. These staggered schedules allow enough time for the staff to clean between groups of participants, when required by the physical or sports activity.
- Each participant should use their own equipment (yoga mats, weights, etc)
- Individuals must stay 2 metres away from each other, regardless of whether they are carrying out activities indoors or outdoors, unless they live under the same roof.
- There will be a break between each class to allow for exit and entry traffic, along with enough time to disinfect the gym between classes and the disinfecting of frequently touched surfaces

**2. Will the Centre have a cleaning schedule and who will be doing the cleaning?**

- Frequently touched surfaces (door knobs, sinks, etc.) will be cleaned several times a day.
- The gym and main entrance way will be disinfected after each class.
- The bathroom will be disinfected before the Centre classes begin, disinfected after the morning session, and disinfected at the afternoon classes

**3. Will hand sanitizer be available in the Centre?**

- All participants will be asked to sanitize their hands with the provided hand sanitizer before and after their class. Our washroom will be available, but participants must keep distancing in mind when using our facilities (maximum two people in the washroom at one time).

**4. How will the Centre ensure that entry and exit points will not become congested?**

- a. Clear directional signage will be evident throughout the Centre
- b. Entry point will be from the door at the parking lot (Vincennes)
- c. Women not using the Childcare Service will use the door to the gym at the base of the stairs
- d. Women using the Childcare Service will use the main door to the Centre
- e. Women not using the Childcare Service will exit through the door at the back of the gym, and exit outside through the Centre's back door
- f. Women using the Childcare Service will exit out through the parking lot door (*more details for Childcare pick-up will be outlined in the Childcare FAQ section*)

**5. Must I and/or my child wear a mask when attending classes at the WIWC?**

- In keeping with the Quebec government's mask regulations, anyone 10 and over must wear a mask when entering an enclosed or partially enclosed public space. Your mask must be worn in all common areas of the building, including the front entrance, hallways, and washrooms.
- If you are attending an indoor activity at the Centre and would like to remove your mask, you may do so once you have reached your assigned space, and only if you are able to maintain a 2-metre distance from other people in the room at all times.
- If you are attending an outdoor activity at the Centre, you must keep your mask on if you enter the building. You are not required to wear your mask outside of the building, but you must continue to maintain a 2-metre distance from other people.

**6. What will the Centre do if participants are not respecting the sanitary/distancing rules?**

- All participants are made aware of the Centre's health and safety protocols before registering for any in-Centre course. Therefore, to participate in any in-Centre class, all health and safety protocols must be followed by all participants.

**PROTOCOLS FOR PARTICIPATION IN COURSES AT THE CENTRE**

**7. What happens when class participants arrive at the Centre?**

- Participants are asked, whenever possible, to notify the Centre if they anticipate being absent for class.
- Participants will sanitize their hands with hand sanitizer provided by the Centre and then proceed directly to the class location or to childcare (if applicable). Cleaning of hands is to be done regardless of whether the participant enters the building. If the participant does enter the building, a mask must be worn.
- Once they arrive at the location of their class, they will put any personal items in a designated spot and proceed to a free space. They must maintain a 2-metre distance with all other participants and the instructor.
- Once the participant is in her space, she may remove her mask if she prefers. If the participant is indoors, the mask can be removed when she is in her 2-metre marked space only if she can always keep a 2-metre distance from other participants and the instructor.
- Before class begins, a staff member will take attendance and ask individual class participants if they have any COVID-19 symptoms, and if they have been in contact over the past 14 days with anyone who has COVID-19. The office will keep a record of attendance for each class, along with responses to the COVID-19 questions in case it is needed for contact tracing. All information is kept confidential.

**8. What will happen at the end of the class?**

- All participants and the instructor will gather their belongings and sanitize their hands and collect their children from childcare or directly exit the building/class area. Participants will be reminded (if necessary) to not linger in the class area after the class has ended.

**9. How many people will be in a class at any given time?**

- To avoid crowding, we have set a maximum of 12 participants for each in-person class and there will only be one class happening at any given time in the Centre.

**10. What measures has the Centre made to accommodate the required distancing and circulation measures?**

- The Centre has created a traffic-flow plan for members entering/exiting the Centre. The gym floor has been divided into two metre squares, and plexiglass screens have been installed in the office.

**11. What happens in case of inclement weather if I am taking an outdoor class?**

- For our outdoor classes that take place on Centre property, we will move our classes indoors to our gym, with proper distancing measures in place, in the case of inclement weather. As a courtesy, we will attempt to contact class participants ahead of time on days when we foresee that there is a chance of moving the class indoors.
- For our outdoor classes that take place off Centre property, courses will run rain or shine. In case of extreme weather, we may cancel the class and reschedule it on a make-up week.

**12. Who will provide any equipment needed during class?**

- To ensure proper sanitary measures, participants will need to bring their own equipment to class.

**13. What should I do if I can not come to class on a given day?**

- We ask that the participant notify us by email or a phone call if she is unable to attend class on a given day.

**COVID-19 HEALTH PROTOCOLS FOR COURSE PARTICIPANTS**

**14. How do I know that other people in my class or my child's class are healthy?**

- At the beginning of each class, a staff member will take attendance and ask all participants the same screening questions: 1 – Do you have any COVID-19 symptoms, such as fever, body ache, cough? And 2 – Have you been in contact with anyone over the past 14 days who has tested positive for COVID-19.
- If anyone is exhibiting symptoms of COVID-19, they will be asked to not participate in that class and to follow Public Health protocols for identification and diagnosis.

**15. What are the protocols involved if an individual participant is identified as being diagnosed with COVID-19?**

- As per Public Health requirements, they are to follow self-isolation guidelines
- People who exhibit symptoms of COVID-19 or who are waiting for test results or have tested positive must follow isolation guidelines. They must not take part in indoor or outdoor sports and leisure activities.
- People who are deemed to be close contacts of a person with COVID-19 must follow the applicable isolation guidelines. They must not take part in indoor or outdoor sports and leisure activities.
- Signs will be visible at the Centre indicating that people in isolation are not to enter.

**16. What happens to classes at the Centre if any participant is identified and diagnosed with COVID-19?**

- We will keep a registry of all participants who will be at the Centre each day
- If anyone has been diagnosed with COVID-19 (participants, staff, childcare service), all participants who would have come in contact with that person will be contacted (confidentiality of the diagnosed person will be ensured)
- The Centre will be fully disinfected and cleaned upon receiving this news. If any classes need to be closed during this process, we will move that class to the makeup weeks that we will have scheduled.

**17. What should I do if I feel sick before coming to the Centre?**

- If you do not feel well, we ask that you please stay home. If you get tested and are positive for COVID-19, please contact the office so that we can let other participants know that there has been a positive case in their class. Rest assured that we will treat this information confidentially.

**18. What will happen if someone starts to feel ill during her class?**

- If a participant starts to feel sick with COVID-19 symptoms during her class, we will isolate that person away from others and ask them to wear a mask. The area where the participant was will be vacated and disinfected, and Centre staff will call the government hotline to report the case.

**REGISTRATION, MEMBERSHIP, AND REFUND POLICY**

**19. How will registration work?**

- The preferred registration method is online. People who wish to register in-person can do so by appointment only. While contactless methods of payment are preferred, cash and cheque can be accepted for in-person registrations.
- If you would prefer to register in person, please contact Kristin at [programming@wiwc.ca](mailto:programming@wiwc.ca) or call the Centre to book an appointment for registration.

**20. Will I need to purchase membership to participate in courses this Fall?**

- Considering the exceptional circumstances during this period, the Board of Directors has waived the membership fee for the Fall 2020 session. Anyone who was a course participant last year, will retain their membership for the Fall 2020 session. Anyone who registers for all Fall 2020 courses will receive a membership for this session.

**21. What is the refund policy for classes?**

- Our current refund policy will remain in effect: Any participant requesting to withdraw from a class during the pre-registration period will receive a refund of their course fees minus a \$5 administrative fee. Any participant requesting to withdraw from a class after the pre-registration period will receive a refund of their course fees minus a \$5 administrative fee provided that her spot in class can be taken. If a participant must withdraw from a course for medical reasons, they must provide a doctor's note if the request is made up until the third class has taken place. The participant will then receive a refund for the remaining classes.

**22. What is the refund policy for the Online Fitness Bundle?**

- The fitness/wellness bundle is non-refundable.

**23. Can I be refunded for my course fees if I test positive for COVID-19?**

- Unfortunately, we can not make exceptions to our refund policy even if a participant tests positive for COVID-19.

**24. What will happen to in-person classes if there is another COVID-19-related shutdown?**

- If there is another COVID-19 government mandated shutdown, then in-person classes will move online.
- We have prepared all classes to be adjusted either to be online or to use the additional make-up weeks available during this session (depending on the length of any mandated shutdown).

**CHILDCARE SAFETY AND SANITARY MEASURES**

**25. Will Childcare be outside or inside during the Fall 2020 Session?**

- When weather permits, we will have our Childcare service outside – on the lawn off of the main entrance. All health and safety protocols will be in place.
- Signs will be available directing you for drop-off
- If there is inclement weather, the Childcare service will be inside, with all safety and health protocols in place
- Disinfect hands before you take your child to a designated play area. A childcare worker will be there to guide you.
- For outdoor classes the zip lock bag must be placed on the table provided.
- Your child will be handed over to you with distance measures in place.
- When leaving disinfect hands.

**26. What will be the Childcare Staff Safety measures in the Childcare Room?**

- The Childcare staff will wear all PPE equipment when inside the building
- For outside play the childcare staff will wear masks
- All childcare staff will have their temperature taken upon arrival
- Childcare staff must ensure physical distancing with other staff members, moms and children (whenever possible)
- Staff disinfecting measures will include:
  - Disinfecting all surfaces before and after a class
  - Prepare playtime bins in advance
  - Wash all playtime bins and contents after use

**27. What will happen if my child shows signs of COVID-19 while in childcare?**

- If the childcare staff sees any signs of fever, cough or sniffles from a child in the childcare they will isolate the child, get the mom from her class and ask the mom to leave immediately.

**CHILDCARE DROP-OFF AND PICK-UP PROCEDURES**

**28. What do I do when entering the Women's Centre with my child (for when the Childcare Service is indoors)?**

- Wash and/or disinfect hands at the hand sanitizer station at the front door
- Follow the traffic flow signs
- Anyone accompanying the child to childcare drop-off or pick-up (over 10) must wear a mask inside and ensure physical distancing with other people entering the Centre
- Masks for children using the Childcare Service from ages three to five are not required but encouraged and must be provided by parent
- Wait at the main door until the childcare supervisor or childcare worker welcomes your child into childcare.
- The temperature of child will be taken at entrance by a member of the Childcare staff
- It is unacceptable to bring your child to childcare if he/she has a:
  - Cough
  - Runny nose
  - Fever
  - Eye infection
  - Any underlying infection or condition that is contagious.
  - You must report any sickness before entering. Failure to do so will prevent entrance to childcare.
- A member of the Childcare staff will provide instructions for storing your child's belonging during their time in Childcare
  - Bring a labelled zip lock bag with all necessary contents
- All outer wear (coats, shoes, etc) for the children should be hung up in the main entrance way (not in the Centre long hallway)

**29. What do I do when I pick up my child from the Childcare Service (if the Childcare Service is indoors)?**

- Wait for your child at the front door entrance.
- Your child will be handed over to you from the childcare door
- Disinfect hands
- Please leave promptly
- Ensure that you are waiting for your child respecting indicated physical distancing measures indicated in the main front entrance way.

**GENERAL CHILDCARE QUESTIONS**

**30. How will the Childcare room be set up (for when the Childcare Service is inside due to inclement weather)?**

- There will only be a maximum of 8 children using the service at one time
- Five areas of play will be set up, ensuring only 1-2 children will be playing in one area at one time
- Small bins for each child in each area. Only siblings can share. The small bin of toys will be disinfected at the end of every class.
- Children will wash their hands before they leave.
- We will try to do outdoor play for all kids unless we have a number of babies and the moms request indoor care.
- Gates will divide play areas.

**31. Can I bring snacks for my child?**

- There is no snack time during one hour classes.
- For the 1.5 and 2 hour classes the snack and other items including diaper wipes etc. must be in one large zip lock bag.
- A member of the Childcare staff will provide instructions for storing your child's belonging during their time in Childcare

**32. Can I come to see the Childcare Service and speak with the Childcare Supervisor before the fall session begins?**

- Please contact Iva at [iva.rooney@wiwc.ca](mailto:iva.rooney@wiwc.ca) to book an appointment to visit the Childcare Service

**THIS FAQ WAS LAST UPDATED ON AUGUST 26, 2020**