

FREQUENTLY ASKED QUESTIONS (FAQs)

What are the hours of operation?

MON-FRI – 12pm-8pm

SAT & SUN – 12pm-5pm

SWC – Updated hours of operations and facility closures can be found on the Student Wellness Centre website.

www.studentwellnesscentre.ca

What is available at the SWC, can I work out?

The SWC will be open for residence, blended (on campus) students and student athletes only during the first phase of the opening. In the first phase the second floor of fitness will be open for use. Cardio machines, weight machines and free weights will be available for use. There will be no group exercise classes or group training programs offered at this time. Virtual “on demand” classes and wellness programming is available each day on the Student Wellness Centre facebook page and Instagram (fanshaweswc).

Online pre-registration is required, students will also be required to complete a self-assessment on the Fanshawe College Stay Safe app prior to coming to campus.

10 spots will be available for a 60 min reservation/workout.

Staff will be cleaning the facility between the scheduled workout times. In addition to this, all students/members are required to clean machines and equipment before and after use.

Capacity in the building will be limited. We are closely following the guidance of Fanshawe College Health and Safety and the Middlesex London Health Unit.

Washrooms/Change rooms

The Accessibility Washroom on the main floor will be open and 2 Washrooms on the second floor will be open.

Change rooms, showers and lockers will NOT initially be available. Students should arrive to their reserved workout time dressed in their workout clothing. Reminder: indoor shoes are required in the facility.

Masks

Masks must be worn entering, exiting, and throughout the building. The only exception is IN the workout zones marked by a taped green square, where students may pull down their mask when working out.

How do I reserve my workout?

Visit <https://fanshawecollegewellnesscentre.cshape.net/gym2/MemberLoginBeta.aspx>. You will then see available workout times.

How do I arrive for my pre-reserved time?

Students will be asked to line up outside the SWC gates along the glass wall (see floor markings). To avoid cross over of students and visitors to Fowler Kennedy, the line will end where the grass window wall begins.

Students are required to line up in advance of their workout time, approximately 5-10 minutes prior to their reservation. Staff members will verify information, verify students have completed their COVID self-assessment (required each day prior to being on campus), and confirm the reservation time. In addition to this staff will verify that all individuals are wearing a mask before entering the SWC.

All students participating in a booked fitness session will proceed to enter the facility through the accessible access gate (located at the front desk labelled enter).

Students/members will tap their student cards to be granted access into the SWC.

Note: only students that have booked a session will have access to the SWC

Hand sanitizer will be available upon entering and exiting the facility as well as throughout the workout spaces on the second floor.

What are my responsibilities if I book a workout session?

You must complete the COVID Self-Assessment each day you come on campus. Please see the Fanshawe College Stay Safe App.

You must arrive on-time for your workout time. Entry will not be permitted 15 minutes or more after the reservation time begins.

You can cancel your space up to 5 minutes prior to your workout time as well as book a session up to 5 minutes before a workout session.

You must wear a mask entering, exiting and throughout the facility except when you are inside your workout zone.

You must bring your bag with you at all times, including to your workout zone. Please keep bag size small for safety. Lockers, change rooms and showers are not available.

You must be diligent in physical distancing, washing hands and/or hand sanitizing, wearing a mask when you are travelling throughout the facility, cannot physical distance and when outside of your workout zone.

You must wipe down ALL equipment before and after your workout session.

Please stay at home if you are feeling unwell. For more information visit the Fanshawe College Stay Safe App.

Work out Zones

Workout zones are identified by green taped squares around equipment and workout areas.

Only one person at a time in each workout zone. Workout partners and spotters will not be allowed at this time.

Masks may be pulled down when in a designated workout zone.

What if I need to cancel my workout time?

You must cancel your workout up to 5 minutes prior to your workout time.

If you do not cancel before that time, you will be considered a 'no show' and the 1st time you will receive an email warning. The 2nd time you are a 'no show', you will have a 7-day suspension of your membership. The 3rd time you are a 'no show', you will have a 30-day suspension of your membership.

What new measures have you introduced to help improve safety at the SWC?

The SWC appreciates that health and safety is a shared responsibility with those using its facilities. We have implemented a number of measures, including directional arrows, signage, and equipment placement to ensure physical distancing can be achieved. Where possible, equipment may be disabled and/or relocated to facilitate this. Members are still expected to use best judgement when determining if a piece of equipment or workout area can be used safely while maintaining the recommended 3 metres of physical distancing. Increased cleaning measures, and floor monitoring to ensure students/members are following protocols, mask use and distancing.

What cleaning protocols do you have in place at the SWC?

The SWC appreciates that health and safety is a shared responsibility with those using its facilities. We have new protocols in place to ensure robust cleaning measures in the SWC. Staff will be performing a

deep clean of equipment at the end of each business day and between workout sessions (with new Electrostatic sprayers). In addition, the contract cleaning company GDI will be cleaning all facility high touch surfaces during the day. After hours GDI will be conducting a deep clean of these areas. Students/Members will be asked to clean after each individual use using cleaning products provided by the SWC. Facility staff will clean after every booking, prior to the next block of bookings.

Will participants be asked to apply hand sanitizer immediately upon entry and upon leaving SWC?

Yes. We will be asking members to apply hand sanitizer upon entry to the facility, and we will have an increased number of hand sanitizer stations available throughout the SWC.

Will Students/Members have to pre-register online before they workout?

Yes. We will be asking members to pre-register online for a workout appointment time using the link below:

<https://fanshawecollegewellnesscentre.cshape.net/gym2/MemberLoginBeta.aspx>

in advance of arriving at the SWC. Students will also have to fill out a COVID self assessment screen on the Fanshawe College Stay Safe App the day of their workout, prior to arrival. Proof before entry must be provided.

What will the Wellness Centre front desk and Fitness Desk look like?

Our Membership Services Representative will be behind plexiglas barriers at the front desk, and our fitness staff will be behind Plexiglas barriers at the fitness desk. We ask that all members observe physical distancing. New signage and wayfinding information will be posted in the SWC.

Do not enter the sport facilities, if:

You have travelled outside Canada during the previous 14 days.

You have symptoms of COVID-19 or are feeling unwell.

Someone in your household has COVID-19 symptoms in the past 14 days.

Anyone in your household has been exposed to someone who has or is recovering from COVID-19.

Will Students/Members be required to wear masks while working out?

Masks must be worn entering, exiting, and throughout the building. The only exception is IN the workout zones, where members/students may pull down their mask when working out.

What about faculty, staff, and the general student population who have been SWC members in the past?

Students living on campus or (Blended Students) attending classes on campus, will be first to access the SWC. Access for faculty, staff and general student population will be announced in the coming months.

Can I use the water fountains?

No. Students/Members are encouraged to bring a pre-filled water bottle for their workouts. Water fountains will be equipped with bottle fillers, but members are not permitted to drink directly from the water fountains.

Are you offering equipment rentals?

No. Equipment rentals are not available at this time. Members are encouraged to bring their own lifting gloves, weight belts etc. where possible.

What areas are closed?

To reduce the number of potential touchpoints the following areas WILL NOT be available to members during Phase 1:

Women & Men's change rooms/showers

Universal change rooms/showers

Climbing Wall

Napping Rooms

3rd Floor Fitness, studio and washrooms

Lockers of any kind

Equipment Rentals

Are lockers available?

No. Initially, lockers will not be available. We are looking to reopen these at a later date. Members will be required to take their bags with them to their workout zones.

Are showers available?

No. Showers will not be available when the SWC first reopens. They will reopen at a later date.

What about Group Fitness Classes?

There will be NO on-site group fitness classes or programs offered when the SWC first reopens. On demand classes and wellness programming is offered on our Facebook page and Intagram.