

September 2021

Frequently Asked Questions (FAQs) – Fitness Centre Re-Entry

This Frequently Asked Questions (FAQs) document should be read in conjunction with Canderel’s “Plan for Re-Entry Constitution Square Fitness Centre”. Canderel will continue to follow guidelines, recommendations and measures established by provincial and federal governments.

The COVID-19 situation continues to evolve. This Document will be modified, from time to time, to take into consideration new information, risks, best practices, and mitigation measures.

When will the Fitness Centre reopen?

The Fitness Centre will reopen Tuesday, September 7th. Please note that the reopening date will be dependent on the current public health measures at the time.

Fitness Centre may be subject to temporary closure during its re-entry due the evolving COVID-19 situation and public health regulations. Canderel will communicate any changes via email.

What will be the Fitness Centre hours?

The Fitness Centre will be open Monday-Friday from 7:00am-9:00am; 11:30am-1:30pm; 3:00pm-5:00pm. Canderel will readdress as the situation evolves.

What is the capacity?

As per public health directives for fitness facilities, a capacity must be set. Canderel will be permitting 5 members in the equipment portion, 7 members in the classroom, and 2 instructors/management employees.

What safety measures will Canderel be putting into place?

Installation of free standing and decal signage (i.e., signage for traffic flow, stand here, awaiting queues, area closed, etc.) to be installed to promote social distancing in the following locations: corridor, Fitness Centre door and desk, equipment area, group fitness studio, changerooms, and by the water fountain.

Implementation of augmented frequency of cleaning and disinfection services for common areas as well as Fitness Centre changerooms/showers, equipment, and group fitness studio. Deep cleaning and self-cleaning of equipment/studio between sessions with hospital grade disinfectant and cleaning solution.

Introduction of a booking system with ability to screen members through the Canderel Plus+ app and set capacities to encourage safety, socially distancing and manage traffic flow. Additionally, the introduction of contactless payment system for new and renewal memberships.

Success of this plan will be measured by positive participation by all Constitution Square community members. Ensuring all stakeholders are aware and knowledgeable of the new and/or modified processes will be vital in our efforts to maintain a safe environment for all.

Will I be required to wear a mask?

As per instruction by Ottawa Public Health and the Medical Officer of Health under the authority of the Emergency Management and Civil Protection Act (EMCPA) Ontario Regulation 263/20 effective July 7th, 2020, a face mask or face covering will be required in all enclosed public spaces, including the Fitness Centre, elevators, lobbies, etc.; however, the temporary removal of masks to engage in fitness activity will be permitted.

Physical distancing of at least 6 feet/2 metres must always be maintained.

What would happen if Canderel was notified of a presumptive or positive case of COVID-19?

As a reminder, members must immediately contact Canderel of both presumptive and confirmed cases of COVID-19, so that appropriate actions can be taken in a timely manner.

All members would be notified and Canderel would complete the necessary decontamination cleaning in the Fitness Centre and common areas of concern.

Will I have access to the changerooms?

Changerooms and showers will be open. Members will need to use changeroom/showers during their booking time.

Will I have access to the water fountain?

The water fountain will be available to fill up water bottles only.

What is the status of my membership?

Effective March 16th, 2020, Canderel placed valid fitness centre memberships on hold.

Effective September 2021, Canderel will be extending all valid fitness centre memberships 18 months from the original expiry.

Valid memberships are memberships that are not expired pre-March 16th, 2020 and not canceled during the closure.

What are my membership options?

The following options for valid memberships will be available September 2021:

- Option 1: Register to book the Fitness Centre from September 7th: Those with valid memberships will be able to access the Fitness Centre booking system to reserve a time slot through the Canderel Plus+ app. Valid memberships will be extended 18 months from its original expiry date as noted above. <https://qrco.de/bbw4rp>
- Option 2: Purchase a Membership: Memberships will be available for purchase through our new online payment form. <https://constitutionsquare.typeform.com/to/EIsHRB8p>
- Option 3: Keep Membership On-Hold: Any members uncomfortable with returning to the Fitness Centre during re-entry and had an active membership at time of the closure will be able to keep their membership on hold. Please note that Canderel must be advised on or before September 30th, 2021 if choosing this option. Please contact csq_info@canderel.com and kindly ensure to add your full name, company, and access card number in the subject line.

What if I am not comfortable using my membership, can I keep it on hold until a future date?

Any members uncomfortable with returning to the Fitness Centre during re-entry and had an active membership at time of the closure will be able to keep their membership on hold. Please note that Canderel must be advised on or before September 30th, 2021 if choosing this option. Please contact csq_info@canderel.com and kindly ensure to add your full name, company, and access card number in the subject line.

How do I activate my membership on my access card?

Effective September 2021, Canderel will be extending all valid fitness centre memberships 18 months from the original expiry. Please note that access cards will not be activated to ensure proper monitoring of capacity limits, physical distancing, and everyone's safety while working-out.

To access the Fitness Centre, members must book a time slot through the Canderel Plus+ app. Kindly arrive a few minutes earlier than the scheduled time slot as late entry is not permitted. A Fitness Centre employee will verify the booking and provide access. Please ensure to wear a mask in public areas when not actively engaging in fitness activity.

<https://qrco.de/bbw4rp>

How do I book a session to attend a class or use the equipment?

Booking for equipment and in-person fitness classes will be available on the Canderel Plus+ App. Members will be able to book either 45-minute time slots for the equipment portion of the Fitness Centre OR join an in-person fitness class (temporarily 1 per day, see calendar for details). Please note that members will only be able to reserve 72 hours in advance for the Fitness Centre classes and equipment use.

Apple App Store: <https://apps.apple.com/ca/app/canderel-plus/id1488166651>

Google Play Store: <https://play.google.com/store/apps/details?id=com.lane.canderelplus>

Please refer the attached link for instructions on accessing the booking system:

Can I book back-to-back sessions?

To ensure a fair opportunity for all members, back-to-back sessions will not be approved.

Can I book a same day session?

Members will be able to book a same day session. The booking session will close 30 minutes in advance of an equipment/class session. Please note that the booking system will close earlier if your chosen equipment/class session is full.

Can I drop-in into a class or use the equipment?

During re-entry, drop-ins are not permitted to ensure proper monitoring of capacity limits, physical distancing, and everyone's safety while working-out.

What happens if I book a session, but no longer can attend?

Members should cancel or reschedule through the booking system.

Is there still the option of online classes?

During the Fitness Centre re-entry, Canderel will still be offering free online classes for all occupants of Constitution Square on Google Meets. Members will be able to join a class by visiting this link: <https://constitutionsquare.com/en/get-fit-with-csq/#amenities>. Please plan ahead to join a class as fitness instructors will need to permit you to join before starting the class.

Will there be personal training?

During re-entry, personal training will be temporarily unavailable. The Fitness Centre Manager along with Canderel will assess as the situation evolves.