

# FAQ – SMU Athletics and Recreation

## What's NEW at SMU Homburg Centre for Health and Wellness?

- Online booking for workout sessions - pre-registration is required.
- Students and Members will be required to complete a COVID-19 health screening questionnaire during the booking process.
- You **must** use your SMUfit membership card or student card to access the facility. Entry will not be permitted without it. This is to ensure proper contact tracing.
- Day passes, multi-use passes or walk-ins will not be accepted at this time.
- Hours of operations have been modified. **Open hours are now 8:00AM to 7:30PM Monday to Friday**, with six 90-minute exercise periods during that time. Please see details below;

<b>Operating Periods Monday - Friday</b>	
Exercise Period 1	08:00—09:30
Cleaning Period 1	09:30—10:00
Exercise Period 2	10:00—11:30
Cleaning Period 2	11:30—12:00
Exercise Period 3	12:00—1:30
Cleaning Period 3	1:30—2:00
Exercise Period 4	2:00—3:30
Cleaning Period 4	3:30—4:00
Exercise Period 5	4:00—5:30
Cleaning Period 5	5:30—6:00
Exercise Period 6	6:00—7:30 *
Cleaning Period 6	7:30—8:00
<b>*Members wishing to use the gym on the 6:00pm time slot M-F to take note of the 90-minute exercise period. Additional time will not be permitted after 7:30pm.</b>	

**Note:** Additional time will not be permitted at the end of the session. Members must promptly leave the building to allow for proper deep cleaning between scheduled appointments.

A maximum capacity of 35 students/members will be permitted in the facility at any appointment time.

- Weight room – 10
- Cardio room (1<sup>st</sup> floor) – 10
- Cardio room (2<sup>nd</sup> floor) – 5
- Spin room – 10

## Appointment/Reservation FAQs

### **What is the new workout booking procedure?**

A workout time must be pre-booked online via the Fusion portal. Each student/member will be allowed to book one 90-minute session once daily and no more than 3 days in advance.

### **How do I book an exercise reservation time online?**

- Go to <https://athletics.smu.ca/>
- Login to your account – login can be found at the top right-hand portion of the screen
  - SMU Students – login via the SMUport button with your S# and associated password
  - Community Members (includes SMU Staff & Faculty) – Login via ‘Community Member’ button. If you do not have a member portal account, you must create a member portal account by following the information below.
- Click on “Facility Access” (left side of screen, or icon)
- Under ‘Classifications’, click on your appropriate membership type (i.e. if a SMU student, click on the student program. If a Community Member, select the community member).
- Click on the day of the week you wish to book an appointment – Please remember appointments open up for booking 3 days in advance.
- Choose your desired workout time(s), and complete the check-out process.

### **I’m a Community Member, and don’t have a member portal account. How do I sign-up?**

If you’re a Community Member (includes SMU Staff/Faculty) with SMU*fit*, you must first create a member portal account before you can book an exercise period time.

To create a member portal account please follow the steps below;

- Go to <https://athletics.smu.ca/>
- Click on ‘Sign-up’ on the member portal site. ‘Sign-up’ can be found at the top right-hand portion of the screen, beside the login option.
  - The link to the Sign-up page can also be found at <https://athletics.smu.ca/Account/Register>
- Fill out the information on this page, please be sure to keep the following in mind;
  - Create whatever username and password you would like.
  - Please enter the email address you wish to have us contact you via.
  - **‘Member Information’ is where you need to put your Membership #**
    - **Your Member # (M#) can be found on your membership card/keychain card which you have used to scan into the facility**
    - **When entering your Member # in the ‘Member Information’ field to set up your profile, please enter it in the following format only: example M-27801**
    - **The additional numbers after the first 5 digits are not required**
  - Need help? Call 902-420-5555 for assistance.

### **How can I book an appointment over the phone?**

Call 902-420-5555 for assistance in booking an appointment over the phone.

### **Up until what point can I book an appointment?**

You can book an appointment up until 1 hour before that schedule exercise period.

### **How can I cancel an appointment online?**

If you need to cancel your reservation time, you may do so up to 3 hours before your scheduled appointment. To do so, please follow the steps below;

Step 1) Login to your profile at: <https://athletics.smu.ca/>

Step 2) Click on your Username (top right corner), and click on 'Profile'

Step 3) Click on 'Programs' (left hand side of screen)

Step 4) Click on the three vertical dots on the right-hand side of the appointment

Step 5) Select 'Cancel Registration', and follow prompts

### **How can I cancel an appointment over the phone?**

Call 902-420-5555 for assistance in cancelling a booked appointment over the phone.

### **What happens if I'm late or I miss my scheduled appointment time?**

Members/Students who book appointment times, but do not attend will be tracked. If this becomes a reoccurring issue, access may be restricted.

### **I don't have an email and/or computer, how do I book an appointment?**

Call 902-420-5555 for assistance in booking an appointment over the phone.

## **Cleaning & Safety FAQs**

### **What are the NEW safety measures at SMU Homburg Centre for Health and Wellness during COVID-19?**

- Measures have been taken to train and educate all staff members regarding the risk of COVID-19. Operational services, sanitization and hygiene procedures have been modified to focus on high frequency touch points and common use surfaces. SMUfit will also allow for additional time at the end of day closing, for staff to conduct a more thorough cleaning of the facility in preparation of next day use.
- Students/members and staff will be required to practice safe hand and respiratory hygiene at all times. Additional hand sanitizer and hand sanitizing stations have been made available throughout the facility.
- Mounted floor and wall fans will not be turned on to reduce particle movement throughout the facility.
- Protective plastic barriers have been placed at the front desk to provide an additional level of protection between staff and members entering/leaving the facility.
- There will be a single-entry point for patrons to the Homburg Centre. This will be through the marked front doors of the Homburg Centre. Upon entering the facility, staff

will be on hand to assist patrons with screening, verifying reservations, providing directions, and customer service. All persons will be expected to follow facility flow guidelines.

- When exiting the facility, patrons will be expected to follow facility flow guidelines, to the exit.
- Staff will be required to wear personal protective equipment (PPE) at all times while in common areas of the facility.

### **What are your cleaning protocols at SMU Homburg Centre for Health and Wellness?**

We have adopted a multi-layered cleaning protocol in addressing the cleaning/sanitation of our facility. We have placed additional staff resources in the exercise areas to assist in maintaining sanitary standards, and assisting members maintain a safe and healthy environment.

A 30-minute cleaning transition period is completed after each exercise period. The cleaning period provides our staff with the necessary time to sanitize workout spaces. In addition, workout spaces will undergo a deep clean at the end of each night to ensure the space is properly sanitized ahead of the next day of operations.

To assist in keeping our spaces sanitized, we have invested in our patrons safety with the purchase of a number of [Victory electrostatic sprayers](#), which will be used in unison with our cleaning products.

### **What type of disinfectants do you use and are they government approved?**

We will be using a host of cleaning products to help patrons and staff maintain cleanliness and sanitation of exercise areas and high touch surfaces. They are as follows;

- Air X 75 (Staff use only) – Safety Data Sheet ([INFO](#))
- Certainty Wipes (Patron use) – Safety Data Sheet ([INFO](#))
- Steri Wipes (Patron use) – Safety Data Sheet ([INFO](#))

Due to supply chain variability, we will be rotating between use of Certainty and Steri wipes for patron use.

All products that both staff and members will have available to them are listed on the [Government of Canada's list](#) of disinfectants with evidence for use against COVID-19.

## **Membership FAQs**

**What is your intention on charging fees again?**

We value the patience and faith our members have exhibited in us while we were closed. As a token of our appreciation, we will be starting collection of membership fees only on October 1<sup>st</sup>.

### **How do I apply for a NEW gym membership?**

The front doors/lobby of our building will be open for customer service inquiries. You can either come in in-person, or call the front desk line at 902-420-5555.

### **How do I RE-NEW my gym membership?**

The front doors/lobby of our building will be open for customer service inquiries. You can either come in in-person, or call the front desk line at 902-420-5555.

### **Can I purchase a day pass if I do not have a membership?**

No. We will not be offering the purchase of day or multi-use passes at this time. You must have a membership if you would like to book an exercise period.

### **Even with all of the safety protocols, I still don't feel comfortable coming back to the gym.**

#### **Can I request a hold on my membership for the time being?**

Certainly. Please contact our Front Desk Staff to discuss this with them. They can be reached by coming in-person to the Homburg Centre, or, by calling them at 902-420-5555.

## **Gym Services & Facilities FAQs**

### **Will lockers be available?**

No. Lockers are not available at this time. We hope to have them open for use at a later date. Members must arrive prepared to workout and must keep any personal items with them at all times.

### **If I can't change into my clothes at my locker, can I bring a bag? Where can I put my bag?**

Yes, you can bring a small bag in with you to the facility. When entering your exercise space, please place the bag down next to the piece of equipment you're using at that time. If you use multiple pieces of equipment during a given exercise period, please bring your bag with you to each specific exercise area you use.

### **Why aren't the steam room, sauna and showers working?**

Currently, we will not be offering service to the steam room, sauna or showers in order to reduce the number of touchpoints in our facility, and based on recommendations. Your 90-minute workout session is limited to use of the weight room, cardio and spin room only.

### **Are change rooms and washrooms available for use?**

Washrooms located in the women's and men's locker rooms will be open.

Change rooms are closed for the time being. Please follow signage and postings, wear a mask while in transit through common areas, and maintain proper physical distancing protocol.

**Will 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 exercise areas, where students/members do not have to wear a mask when working out.

**Will towel service be available?**

No. Towel service has been placed on hold in order to reduce the number of touchpoints in our facility, and based on recommendations; we will look into resuming this service at a later date.

**What equipment is available for working out?**

Free weights (dumbbell/bar bell), spin bikes, cardio machines and weight machines/benches will be available. Be prepared for fewer machines being available.

Shared items such as yoga mats, stability balls, stretching tubes/bands, ab-roller, etc. will not be available for use.

**Can we workout/stretch in the hallways?**

No. All workouts must be restricted to the rooms open for exercise use (weight, cardio, and spin rooms).

**What happens if a COVID-19 case has been identified at SMU Homburg Centre for Health and Wellness?**

When anyone (staff or student/member) tests positive for COVID-19, Public Health contacts them directly. Public Health works with the person to identify all their close contacts and conduct a risk assessment to determine if any of their close contacts need to self-isolate.

Public Health directly contacts anyone who needs to self-isolate. In some cases, this means Public Health contacts the administrators of the facility that person was in when they might have been contagious.

If Public Health doesn't contact you, or a business that means they decided the risk to people was low. If Public Health doesn't contact you, no additional action is required.

**Can I use the water fountain?**

Students/members are encouraged to bring full water bottles as there will only be one water fountain available for water bottle fill-up. Mouth pieces will be deactivated.

**Will there be fitness classes or personal training?**

No. All Active Living classes and personal training will not take place until further notice.

**Can I book to use a fitness room or classroom?**

No. Use of any rooms other than those specified is prohibited for the time being.

**Are Squash Courts open and available for booking?**

No. The Squash courts are currently closed. We have contacted the leadership of the SMUfit Squash Community, and are working on plans to get squash activity back to operations in the next wave of our reopening plans.

Squash return to activity is in phase two of our reopening plan. Our resources are dedicated to supporting the initial phase of operations. Upon a successful phase one, we will look towards expanding our resources towards supporting those items within phase two activities.

**Will the Track, Field, or Basketball Courts be open/available for general use?**

No. The Track, Field, and Basketball courts have restricted access at this time to assist in cutting down the amount of cleaning required. As these parts of our facility come back online for general use, we will update our stakeholders in advance.

**I've heard there is a COVID-19 Testing Centre in your facility - is that safe?**

That is true. Saint Mary's University has partnered with the Nova Scotia Health Authority to have a NS Health COVID-19 assessment centre located in the Community Room (small basketball court). By partnering with NS Health, we are ensuring that members of both our local community and campus community have a safe and secure centre in their community to be tested for COVID-19.

All entry and exit points for accessing the COVID-19 assessment centre are separate and isolated from the entry and exit points for accessing the SMUfit areas of operation. This includes separate door access, and different staff oversight by NSHA staff, and Homburg Centre staff.