

## Frequently Asked Questions (November 18, 2020)

### **Centennial Recreation Center**

#### **When will the Centennial Recreation Center open?**

- The Centennial Recreation Center is currently open outdoors! Members can reserve a workout time for the outdoor fitness equipment, outdoor cardio, and outdoor group exercise classes. For information regarding safety protocols, reservations, group exercise schedules, billing, and other details, [please visit our website](#).

#### **What are the hours for the Centennial Recreation Center?**

- Current hours for the Centennial Recreation Center are:
  - Monday-Friday: 5:00am to 9:15pm
  - Saturday: 6:30am to 4:45pm
  - Sunday: 6:30am to 12:15pm

#### **Do I need to be a member of the CRC to access the facility?**

- Access to the Centennial Recreation Center is only available to members.
- Members with a valid guest pass may bring a guest to the facility. All guests must reserve a time/space with the member they will be attending with. The guest must be accompanied by the member, have a photo ID, and provide contact information upon check in. No paid drop-in guest fees are allowed at this time. If these requirements are not met, they will not be admitted.
- Until further notice, members from other branches will not be allowed access to the CRC.
- In addition, members from the CRC will not be able to use other YMCA of Silicon Valley branches.
- If you're interested in becoming a CRC member, you can [complete and submit this form](#).

#### **How do I hold/cancel/manage my CRC membership?**

- Due to safety considerations, membership transactions will not occur at the CRC and must be done online.
- All account requests (billing, holds, cancels, and account changes) are now online. To request a change to your account at any time, visit [www.mhcrc.com](http://www.mhcrc.com) and click Memberships to reach the [Manage My CRC Membership](#) page.
- If you would like to place your membership on a temporary hold, [click here to complete a Hold Request form](#). Holds must be requested via the form; email and phone requests are not accepted. Members will receive an email from the membership team when the request is processed by staff (within 5-7 days of your submittal).
- If you would like assistance with your account or an online request, please email [membership@mhcrc.com](mailto:membership@mhcrc.com) or call 408-782-2128 Monday-Friday between 9am and 4pm.

#### **I have an Annual Membership; how is this being handled due to COVID-19?**

- The end date of annual memberships that were current when the CRC closed will be extended by 4 months.

#### **I have submitted the hold request form for my membership. What do I do now?**

- After you submit this form, our team will process your request based on your submittal date and account details. You will receive an email notification when it has been processed (typically within 5-7 business days).

#### **How do I reactivate my membership early / remove from a hold early?**

- To request your membership to be removed from a hold early, please [complete and submit a Remove Membership from Hold Early](#) form.

### **What should I expect when I come to the CRC to work out?**

- Member check in will be held outside the Centennial Recreation Center. CRC Teammates will be required to verbally symptom check all members prior to accessing the outdoor exercise space or participating in programming.
- Please arrive no earlier than 5 minutes before your designated time to allow time for social distancing.
- Please bring your membership card or Photo ID for check in.
- Bring your mask or face covering.
- Bring your water bottle with you. The water refill station will not be available until further notice.

### **I'm an active member and my child is on my membership. Can my child work out at the CRC?**

Effective October 4, 2020 CRC Fitness Center and Group Exercise Age Restrictions

- The CRC welcomes children ages 10 and 11 into the Fitness Center and Group Exercise classes, when accompanied and directly supervised by a parent or guardian, and for the purpose of fitness and exercise. Children are not able to sit and observe.
- The parent or guardian will be solely responsible for the child while they are in the fitness center or group exercise class. Each child and parent/guardian are required to review the new and updated guidelines before entering the fitness facility.
- The use of fitness equipment will be subject to height requirements, and the discretion of the Wellness Coach and CRC Staff.
- Those 12 years of age and older may use the facility without parental supervision.

### **Is the Senior Center Open?**

- No, the Senior Center is closed until further notice. However, the CRC is continuing to provide older adults in our community with lunches through a drive-up program. These boxed, to-go lunches are available Monday through Friday at 11:30am at the Centennial Recreation Center.

### **Is the Kids Club open?**

- No, Kids Club is closed until further notice.

### **Is the indoor pool open?**

- No, the indoor pool is closed until further notice.

### **Will cardio equipment be available?**

- Yes, limited cardio equipment will be available on the outside patio near the pool deck.
- Members must reserve their workout time slot prior to arriving at the Centennial Recreation Center.

### **Why must I pay the full membership fee when many services/programs of the CRC/AC are still not available?**

- While many programs are not available, the costs to run the programs that are available have increased significantly. These increased costs are associated with the numerous guidelines and directives required by the State of California and Santa Clara County Public Health Department, which result in increased staffing and cleaning costs. Additionally, the virtual membership options have been made available to members.

### **Will the outdoor workout space remain open if it rains?**

- The CRC team is currently working on plans to cover equipment and make sure there is a safe environment. In the event of heavy rain, the facility will be closed for the safety of our members. We will be providing updates to our members via Facebook and Instagram if and when we have to close. We will also be sending notifications out through sign-up genius if your reservation is cancelled due to rain.

**Will there be a health screening at check in?**

- Yes, member check in will be held outside the Centennial Recreation Center. CRC Teammates will be required to verbally symptom check all members prior to accessing the outdoor exercise space or participating in programming.
- All teammates complete a health screen prior to their work shift each day.

**Am I required to wear a face covering or mask?**

- Face coverings must be worn in all shared spaces, and anytime a member is inside the facility.
- Face coverings can be removed when a participant's heart rate is elevated during participation in outside group exercise or while exercising on individual cardio equipment located on the pool patio.
- Face coverings are required for participants age 3 and up.

**What social distancing requirements will be in place at the Centennial Recreation Center?**

- We have created a safe place for you and your family to work out keeping at least six feet of social distancing in mind, however, we need your help to ensure you monitor your distance from others at all times.
- Locker rooms will be closed to the public for changing and showers. Locker rooms will be available for restroom use only.
- Please come ready to workout, changing will not be allowed in locker rooms, and please limit personal items.
- Water refill stations will not be available. Please bring your water with you.
- All gathering shall be prohibited, except that members of a household may observe a child or other person ensure safety and supervision.

**What activities and amenities will be open?**

- Cardio Equipment (located outside on the pool patio)
- Cybex equipment and free weights (located outside in the main CRC parking lot)
- Group Exercise Classes (located outside in the CRC parking lot and outdoor at the Aquatic Center, [see schedule for locations](#))
- Virtual classes offered live and on-demand (online)

**Do I have to reserve a time to work out at the Centennial Recreation Center?**

- Members must reserve a time for working out in the outdoor fitness center or group exercise space before arriving at the Centennial Recreation Center.
- No non-member drop-ins will be accepted at the Centennial Recreation Center.
- Guest passes will be accepted at the Centennial Recreation Center. The guest needs to reserve a workout time/space with the member they will be attending with. The guest must be accompanied by the member or they will not be admitted.
- Reservations will be available [at this link](#).

**What is the schedule for programming at the Centennial Recreation Center?**

- You can view our group exercise [schedule here](#).
- Reservations will be available [at this link](#).
- Please note, not all activities occur during all hours.

**Can I attend group exercise at the Centennial Recreation Center?**

- Group exercise classes are available outdoor at the Centennial Recreation Center and Aquatics Center However, there are restrictions.
- All participants must reserve their group exercise spot prior to arriving at the Centennial Recreation Center or Aquatics Center. All participants must check in with the CRC or AC Team prior to attending class.
- All group exercise classes will be limited to 45 minutes to allow for proper cleaning in between class times. We are asking all members to clean their equipment and space before and after each class.

- At this time, we will not be providing mats, yoga blocks, bolsters or yoga straps. Please keep this in mind when coming to class and pack your own. We will also not have any available for purchase.
- We will be asking you to socially distance upon entry and exit from classes, and instructors will dismiss participants from classes in small groups to reduce congestion.
- Face coverings must be worn in all shared spaces, and anytime a member is inside the facility.
- Face coverings can be removed when a participant's heart rate is elevated during participation in outside group exercise or while exercising on individual cardio equipment located on the pool patio.
- Face coverings are required for participants age 3 and up.
- For access to reserving your space in a group exercise class, please [use this link](#).

#### **Where will group exercise classes take place?**

- Group exercise classes are available outside at the Centennial Recreation Center in the parking lot. Group exercise classes are also available outside at the Aquatics Center.
- All classes will be limited to 45-minutes and will accommodate 30 members per class at the CRC and 24 members per class at the AC.
- [View the group exercise schedule here](#). Reservations can be made [at this link](#).
- Live and On-demand Virtual classes will continue to be offered. To access these classes, visit [www.mhcrmembers.com](http://www.mhcrmembers.com). These classes will be an ongoing benefit for paid memberships beginning August 16, 2020.

#### **Will Virtual Classes continue to be offered?**

- Live and On-demand Virtual classes will continue to be offered. To access these classes, visit [www.mhcrmembers.com](http://www.mhcrmembers.com). These classes will be an ongoing benefit for paid memberships.
- Due to scheduling logistics and licensing agreements, not all classes will be available in a virtual format. Due to some licensing agreements, some classes may not be available for on-demand access.
- You can find [more information on our website using this link](#).

#### **What if I have a question that is not answered on this list?**

- If you have a billing question, please contact [membership@mhcr.com](mailto:membership@mhcr.com).
- If you have a procedural question regarding our facility and COVID-19 related restrictions, please contact Debbie Vasquez at [debbie.vasquez@mhcr.com](mailto:debbie.vasquez@mhcr.com).
- If you have a question about group exercise or the fitness center, please contact Jessica Redfield at [jessica.redfield@mhcr.com](mailto:jessica.redfield@mhcr.com).

### **Aquatics Center**

#### **When will the Morgan Hill Aquatics Center open?**

- The **Morgan Hill Aquatics Center is open** for limited activities, including lap swim, swim team, aqua fitness classes, and private swim lessons. (No recreational swim at this time).

#### **What are the facility hours for the Aquatics Center?**

- Our current facility hours are:
  - Monday-Friday | 5am to 8pm (effective December 7, 2020)
  - Saturday/Sunday | 7am to 12 noon

#### **What is the schedule for programming at the Aquatics Center?**

- You can view our facility and program [schedule here](#).
- Please note, not all activities occur during all hours.

**Do I have to reserve a lane or class spot before visiting the Aquatics Center?**

- It is highly recommended that members book a lap lane or class spot before attending the Aquatics Center. Reservations will be prioritized over drop in users.

**Do I need to be a member of the CRC or Aquatics Center to access the facility?**

- The Aquatics Center will allow for use via payment of a drop-in fee; however, members will have priority booking of lap swim lanes and spots in aqua fitness classes.
- Guest passes will be accepted at the Aquatics Center. The guest needs to reserve a time/space with the member they will be attending with. The guest must be accompanied by the member or they will not be admitted.
- If you're interested in becoming a member, [please complete this form](#).

**Am I going to be charged to use the Aquatics Center?**

- Yes, you need to have an active membership or pay a drop-in fee to use the Aquatics Center.

**Is recreation swim available?**

- Recreation swim is closed until further notice.

**Am I required to wear a face covering or mask?**

- All attendees will be required to wear masks when entering/exiting the facility.

**What social distancing requirements will be in place at the Aquatics Center?**

- Except for members of the same household, swimmers shall remain at least six feet apart at all times.
- Locker rooms will be closed to the public for changing and showers. Locker rooms will be available for restroom use only.
- Please come ready to swim, changing will not be allowed in locker rooms, and please limit personal items.
- All gathering shall be prohibited outside the pool, such as on pool decks, except that members of a household may observe a child or other person swimming to ensure safety and supervision.
- If you would like to use a pull buoy or kick board, you will need to bring your own, all Aquatic Center equipment will be unavailable for shared use.

**Can I attend lap swimming at the Aquatics Center?**

- Lap swim is currently available at the Aquatics Center. However, there are restrictions. Lap swimming must be limited to one swimmer per lane, except that members of the same household or living unit may occupy a single lane.
- The lap swim time slots will be 55 min time slots, starting on the hour.
- The lane you reserve online will be the number lane you swim in when you get to the pool. Odd number are on the north side of the competition pool, even numbers are on the south side. Lane number 1 is closest to the deep end, lane 17 is closest to the steps in the shallow end.
- For access to reserving your space in a lap lane, call the Aquatics Center at 408-782-2134.

**Can I attend Aqua Fitness at the Aquatics Center?**

- Aqua Fitness classes will resume with limited programming. Use of shared swimming areas must be limited to no more than one swimmer per 300 square feet of shared pool space. Participation will be limited to 10 participants for Deep Water and 12 participants for Shallow Tone.
- For access to reserving your space in an aqua fitness class, call the Aquatics Center at 408-782-2134.
- If you have additional questions regarding aqua fitness, please contact Anna Bielecki at [anna.bielecki@morganhill.ca.gov](mailto:anna.bielecki@morganhill.ca.gov).

### **What equipment can I bring for my aqua fitness class at the Aquatics Center?**

- You may bring a noodle, gloves and hand buoys for your reserved aqua fitness class.
- All Aquatic Center equipment will be unavailable for shared use.

### **Do I need to arrive on time for my reserved class or lap lane?**

- Yes, please arrive on time for your lap lane or class space reservation.
- If you are more than 10 minutes late for your reserved swim time you could forfeit your priority lane reservation for someone waiting to get in the pool.
- If you are running late, please call. After 10 minutes, if we have not received a call, we will assume you will not be coming.

### **How do I sign up for swim lessons?**

- You can register for private swim lessons through our website at [www.mhreconline.com](http://www.mhreconline.com).
- Swim lesson registration is open for members and non-members.
- **All children 8 and under that are non-swimmers need to have a parent or older sibling in the water with them.** Our swim instructors are required to maintain social distancing for our lesson program.

### **When will the Splash Swim Team practices start again?**

- Splash Swim Team will resume following all new protocols, your swim coach will be in touch with you regarding the new practice schedule.
- Billing for Splash Swim Team memberships will resume with drafts taking place July 1<sup>st</sup> or July 15<sup>th</sup>. If you wish to cancel your Splash membership and billing, please visit the Manage My Membership page on our website.

### **What if I have a question that is not answered on this list?**

- If you have a billing question, please contact [membership@mhrcr.com](mailto:membership@mhrcr.com).
- If you have a procedural question regarding our facility and COVID-19 related restrictions, please contact Jennie Tucker at [jennie.tucker@mhrcr.com](mailto:jennie.tucker@mhrcr.com).
- If you have a question about swim lessons or lap swim, please contact Lisa Rick at [lisa.rick@morganhill.ca.gov](mailto:lisa.rick@morganhill.ca.gov).
- If you have a question about aqua fitness classes, please contact Anna Bielecki at [anna.Bielecki@morganhill.ca.gov](mailto:anna.Bielecki@morganhill.ca.gov).