

Frequently Asked Questions (April 14, 2021)

Centennial Recreation Center

When will the Centennial Recreation Center open?

- The Centennial Recreation Center is currently open! 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/Sunday: 6:30am to 4:45pm

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 if reservations are required for that activity. 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.morganhill.ca.gov/managemymembership.
- If you would like to place your membership on a temporary hold, visit www.morganhill.ca.gov/managemymembership.
- If you would like assistance with your account or an online request, please email membership@mhcrc.com or call 408-782-2128 Monday-Friday between 9am and 4pm.

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). Placing a hold on your membership is free of charge through June 2021.

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

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

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

- Member check in will be held inside Centennial Recreation Center through the Fitness Center doors. CRC Teammates will be required to verbally symptom check all members prior to accessing the facility or participating in programming.
- Please bring your membership card or Photo ID for check in.
- Bring your face covering.

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

Effective March 10, 2021, 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?

- Kids Club will be reopening on April 19, 2021. The CRC Kids' Club provides safe, programmed activities for youth 2 years to 9 years of age while parents are working out. At this time due to COVID-19 and State/County Guidelines, Kids' Club has been modified and structured to ensure stable groups for a two-week period. Reservations including COVID Safety Protocols and Guidelines are available [online using this link](#).

Is the indoor pool open?

- No, the indoor pool is closed until further notice. We anticipate the indoor pool reopening in late Summer/early Fall.

Will cardio equipment be available?

- Yes, limited cardio equipment will be available on the outside patio near the pool deck and indoors effective March 10, 2021.
- Face coverings are required on cardio equipment indoors. Members may remove face coverings if they are using outdoor machines and their heart rate is elevated.

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 group exercise and cardio equipment remain open if it rains?

- In the event of rain, the outdoor cardio area will be closed (members will have an option of using machines indoors).
- Group exercise classes will be moved indoors in the event of 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 at all times while indoors.

- Face coverings may be removed while on outdoor individual workout mats in the group exercise area when heart rate is elevated. Face coverings may also be removed if using outdoor cardio machines when heart rate is elevated.
- All indoor cardio and group exercise classes require face coverings 100% of the time.
- 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.
- 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 are open?

- Cardio Equipment (located outside on the pool patio and indoors beginning on March 10, 2021).
- Cybex equipment and free weights (located inside the gymnasium beginning March 10, 2021).
- Group Exercise Classes (located outside in the CRC parking lot and indoor in studio, [see schedule for locations](#))
- Virtual classes offered live and on-demand (online)
- Limited gym activities, [see schedule for rules and times](#)
- Locker room and shower areas (beginning April 19, 2021).
- Kids' Club (beginning April 19, 2021).

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

- Members must reserve a group exercise space before arriving at the Centennial Recreation Center.
- Effective April 19, 2021, reservations are not required for fitness machines or cardio equipment.
- 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 space for group exercise 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](#).

Can I attend group exercise at the Centennial Recreation Center?

- Group exercise classes are available outdoors and indoors at the Centennial Recreation Center. [View the schedule with class locations here](#). However, there are restrictions.
- All participants must reserve their group exercise spot prior to arriving at the Centennial Recreation Center. All participants must check in with the CRC 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 at all times while indoors. Face coverings may be removed while on outdoor individual workout mats in the group exercise area when heart rate is elevated. Face coverings may also be removed if using outdoor cardio machines when heart rate is elevated. All indoor cardio and group exercise classes require face coverings 100% of the time. 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](#).
- Live and On-demand Virtual classes will continue to be offered. To access these classes, visit 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. 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.
- If you have a procedural question regarding our facility and COVID-19 related restrictions, please contact Debbie Vasquez at 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.
- If you have questions regarding Kids' Club, please contact Andrea Nicolette at andrea.nicolette@ymcasv.org

Aquatics Center

The **Morgan Hill Aquatics Center is open** for limited activities, including lap swim, swim team, aqua fitness classes, and private swim lessons. (Recreation swim will be available this summer, more information coming soon).

What are the facility hours for the Aquatics Center?

- Our current facility hours are:
 - Monday-Friday | 5am to 8pm
 - 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. The team is looking into options for members to participate in a modified recreation swim option for this summer.

Am I required to wear a face covering or mask?

- Face coverings must be worn at all times, except while in the water. Face coverings are required for participants age 3 and up.

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 numbers 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.
- Reservations will be available [at this link](#).

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.
- Reservations will be available [at this link](#).
- If you have additional questions regarding aqua fitness, please contact Anna Bielecki at 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.
- Class fitness equipment is available for use and is cleaned after each class.

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.
- 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 is currently taking place and is following all new protocols.
- Please contact Lisa Rick at lisa.rick@morganhill.ca.gov for more information regarding Splash.

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

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