

Dear Customers,

Coronavirus (COVID-19) announcement re. Amended Membership Policy and changes to service

The Y NSW is at our core a community organisation and we take the health and wellbeing of our patrons and staff seriously. The Y have been adhering to all Australian and New South Wales Government advice about COVID-19 since the first reports of the outbreak and will continue to build on our existing stringent health and safety practices.

Currently, our centre remains open for all of your health and fitness needs, However, in light of the Government's recent announcement banning non-essential gatherings of more than 100 people we are reviewing all of our, centres, classes and programs to ensure we adhere to that directive and are practicing good social distancing behaviours. Please note our review may result in reduced availability of equipment, reduced class sizes and altered class timetables. Any changes will be shared with patrons via website and social media.

POLICY UPDATE

The Y will continue to respond dynamically to the evolving situation to ensure the best health outcomes for our clients. This may mean a closure of service if required.

I'd like to advise you that as a result of a the COVID-19 situation we have made the following decisions regarding our cancellation/suspension policy.

1. Members who request to cancel/suspend their membership will have their notice period waived and their membership and direct debits suspended, effective immediately.
2. Members who requested to have their membership suspended in the last seven days will have their notice period waived. We will action this change immediately at centre.
3. If a directive is made by the Government or a decision is made by the Y and our Council partners to close our Recreation and Leisure facilities we will waive all notice periods, and memberships and direct debits will be suspended, effective immediately for the duration of the closure.

If you have any membership or other concerns, please contact your centre.

We understand these are worrying times and we want to assure you that the Y is following all our regular health and safety practices regarding our cleaning of equipment, bathrooms, change rooms and food handling procedures.

HOW WE CAN HELP EACH OTHER

What the Y is doing for you and our community:

- We will be closing all saunas and steam rooms, effective immediately
- Placing additional hand sanitising stations and multilingual infection prevention signage as appropriate throughout our centres

- Providing wipes to allow patrons to clean equipment after use, with increased announcements by staff to remind people to do so
- Implementation of additional cleaning practices such as wiping down equipment prior to and after all classes including bars, boxes and crashmats and other high traffic equipment
- All equipment is cleaned prior to each morning and afternoon session as an additional precaution
- Ongoing cleaning of common areas of the centre including foyers, tables and chairs, door handles and bathrooms
- Thorough cleaning of all hard surfaces in our centres every night and during the day to ensure a high standard of cleanliness
- Display of audio and visual reminders for patrons to wash hands and engage in good hygiene practices
- Implementation by staff of a zero tolerance approach to unhygienic behaviours in our gyms
- When and where practical Y NSW staff will limit the capacity of activities and equipment to allow participants to keep a respectable distance of 1.5 metres between other participants; this may include a reduction in available equipment such as cardio equipment
- Amend activity protocols so participants and staff limit non-essential touching, e.g. no shaking hands, no high fives, Y NSW staff will limit the beginning and end of activities to waves and smiles
- Disinfection and checking of all swimming pools. All our pools adhere to the Public Health Act, and NSW Health regulations which require that “public swimming pools and spa pools must be equipped with effective water circulation, filtration, disinfectant, and pH control systems.”

What you can do for the Y and our community:

- Please let us know if you or someone you have been in contact with has been diagnosed with COVID-19. Self-isolate and please do not return to the service until medical clearance has been received
- If you have travelled overseas, do not attend our services until 14 days have lapsed since your arrival in Australia (i.e. you have completed self-isolation)
- Please stay at home if you are sick. If you are unwell with respiratory illness, seek medical advice and remain at home until symptoms resolve
- Only attend as close as practical to the start of any Y NSW activity and leave shortly after the activity has concluded
- Children to be accompanied by not more than one parent or guardian, if possible
- Everyone should follow precautions advised by public health experts including:
 - Frequently clean hands by using alcohol-based hand rub or soap and water
 - When coughing and sneezing, cover mouth and nose with flexed elbow or tissue. Throw the tissue away immediately and wash hands. Avoid touching your eyes, nose and mouth
 - Avoid close contact with people with cold or flu-like symptoms.

More information about Novel Coronavirus can be found on the [NSW Health website](#).



We believe in the power of
inspired young people

Thank you for your patience and understanding during this challenging time. We will shortly be providing an update on the main page of our website with a link through to our amended policy.

We will continue to update you on any new developments that may impact your ability to access our services.