



MEMBER WELCOME BACK PACKAGE

West Side Centre – Opening Mon. September 28, 2020

East Side Centre – Opening Tues. October 13, 2020

Introduction

The day is finally coming when we can see you again and we couldn't be happier!

As you might expect, there have been a lot of changes since we last offered onsite programs in March. We have been working with our provincial organization to align our re-opening timelines with the Seniors Active Living Centres in the rest of Ontario as well as ensuring we follow the guidance of Windsor Essex County Health Unit. Our re-opening plan was reviewed and approved by every staff member, our Pandemic Planning Committee, our Board of Directors, and was submitted to the Health Unit.

The safety of LAF Members is our top priority. The average age of our members is 70-74 years with many experiencing chronic health conditions. This places our membership in the high risk category for COVID-19. The precautions we have in place will reflect our desire to protect high risk individuals. As we all adjust to a new way of life, here at LAF, we want you to be aware of some new rules designed to keep everyone safe. Here, you will find the new rules along with frequently asked questions. We hope this helps ease your return to our centres and you can soon Be Fit, Be Well and Be Social with your friends at LAF again!

New Safety Rules

Mandatory masks required for entry. No exceptions.

Q. I find masks uncomfortable and I prefer to wear a face shield. Is this allowed?

A. At this time, it is mandatory to wear masks in community centres in our community. The Windsor Essex County Health Unit has advised that a plastic face shield is not considered a mask. LAF's policy takes the safety of our members very seriously and there will be no exceptions to this rule. Don't worry, if you forget your mask, we have extras and will give you one.

Q. Will I have to wear a mask during fitness classes?

A. Yes. We have consulted various sources and masks will be required at all times, including during fitness classes.

Q. Will staff be required to wear masks as well?

A. Staff will be wearing masks at all times unless they are alone in their offices.

You will be screened for COVID-19 prior to entry. Your name and phone number will be collected for contact tracing purposes.

Q. What do you do with this information?

A. This information is kept on file for 21 days and will be provided to the Windsor Essex County Health Unit if a COVID-19 positive individual has been in the building.

Q. What if someone who has been to LAF develops COVID-19?

A. The Windsor Essex County Health Unit leads investigations and contacts individuals at risk.

Q. Should I stay home if I'm sick, even if I think it's not COVID-19?

A. For the safety of all and as a courtesy to other members, it is better to be safe than sorry. Staying home until you are symptom-free is the best choice.

Hand sanitizer is located throughout the building.

We ask members to sanitize on their way into the building as well as frequently during their stay.

Programs will have coordinated arrival and departure times so that groups do not overlap. Traffic flow in the building will be controlled.

Q. How early may I arrive prior to my program?

A. On a regular basis, allow 10-15 minutes. On the first day, allow more time to accommodate initial program check-ins.

Both centres will have enhanced cleaning procedures and will be closed from noon-1pm each day for mid-day cleaning. The café will be closed.

We have conducted an audit of the building and all staff will have cleaning responsibilities to help keep our centres squeaky clean.

Q. How often will the washrooms be cleaned?

A. Washrooms will be cleaned twice daily.

Q. Will we all have to share the washroom at East Side Centre?

A. The washroom at ESC will be closed for public use and is the designated COVID-19 isolation room at our East Side Centre. There are two public washrooms right outside our main entrance that are open for use and are cleaned frequently by WFCU staff.

An updated Members Code of Conduct.

You'll be given our updated Members Code of Conduct the first time you register for a program which includes a new item about keeping members safe.

Q. What if someone keeps taking their mask off or is not abiding by physical distancing?

A. Please report the behavior to a staff person. The individual will be reminded of the rules. Repeated failure to adhere to safety precautions may result in the individual being asked to leave.

Q. What if a member appears to develop COVID-19 symptoms?

A. As is always the case when a member becomes ill, please report this to a staff person who will assess the situation.

Educational signage and resources about COVID-19.

We will keep information about COVID-19 available for members with educational signage posted throughout both centres.

Current information about COVID-19 can be found at the Windsor-Essex County Health Unit website www.wechu.org

NEW Hours of Operation

In order to accommodate enhanced cleaning protocols, our public hours of operation will be as follows:

West Side Centre (WSC) – Beginning Monday, September 28, 2020

Monday – Friday 9:00am – 4:00pm*

*Closed from Noon-1:00pm for mid-day cleaning.

East Side Centre (ESC) – Beginning Tuesday, October 13, 2020

Monday – Thursday 9:00am – 3:30pm*

*Closed from Noon-1:00pm for mid-day cleaning.

Friday - Closed

Interim Programming User Fees

No membership fees of any kind have been charged since April 2020. PAD memberships will continue to be on hold for the remainder of 2020. Members who pay their memberships annually will have their memberships extended accordingly.

Will there be any user fees?

In recognition of the fact that program offerings are limited and may fill quickly at this time, LAF is instituting an interim 'a la carte' user fee of **\$2.00 per class/timeslot**. This fee will apply to ALL programs (no refunds for missed classes).

Q. Will Seniors' Centre Without Walls (SCWW) programs still be free?

A. Yes! SCWW programs have always been free and open to the entire community.

Q. Will Zoom programs still be free?

A. Yes! However, beginning October 2020, only members will be granted the access information.

How long is a session?

During this phase, sessions will run for the calendar month. For example, a 4-week program that runs once per week will cost \$8.00 (\$2.00 x 4 weeks).

How do I pay?

You do not have to pay when you register. Payment will be accepted when you check in for the first class. Preferred method of payment is debit/credit although cash will be accepted.

Q. My instructor cancelled a class. What happens now?

A. We will try our best to replace the instructor. If we are unable to do so, we will provide a credit for that class towards a future class.

What happens with my membership?

For PAD memberships – Membership fees have not been charged since April and have been placed on hold. We will not be re-activating membership fees until January 2021. Your first payment will come out January 10, 2021.

For annual memberships – Memberships have been put on hold and will continue to remain on hold until January 1, 2021 at which time they will be extended accordingly.

Q. My membership expired during the closure. What now?

A. Your membership is on hold and will be extended by the number of months you had remaining when we closed. You do not need to do anything at this time.

Re-Opening in Phases

We have conducted a complete safety audit of every program offered at LAF. Each program was evaluated based on our ability to keep people physically distanced, the ability to clean equipment between each use and whether or not a program is considered a super spreader. Programs will be re-introduced in phases and as public health restrictions permit. Here are the phases and expected timelines:

PHASE 1: July, August & September 2020

Essential and virtual services such as foot care, frozen meals, Telephone Assurance calls, Seniors' Centre Without Walls and Zoom programs have been running.

PHASE 2: October, November & December 2020*

Low risk and small group activities will be slowly reintroduced. Only members will be able to register for programs. Volunteers will NOT be helping onsite during this time. A \$2.00 a la carte fee will be charged for each class.

PHASE 3: January, February & March 2021*

Restrictions will be relaxed to include additional, modified, moderate risk programs. Volunteers will be re-introduced. Super Spreader programs may not be re-introduced at this time.

PHASE 4: April 2021 & beyond*

Once it is safe to resume most "normal" operations, special events and larger group activities can return.

***IMPORTANT NOTE**– these timelines are approximate and can be altered based on public health guidance of the day.

The first programs to be offered will be as follows (subject to change). See full schedule attached.

WEST SIDE CENTRE		EAST SIDE CENTRE
Billiards	Gentle Fitness	Computer Lab
Bingo	Library	Essentrics
Crocheting &	Wii Bowling	Gentle Fitness
Knitting	Yoga (Zoom only)	Library
Computer Lab	Chair Zumba	Tai Chi
Colouring Club		Floor Yoga

Program Information and Rules

All programs require pre-registration. Only program registrants will be permitted to enter.

Q. Who can register?

A. During this phase, only members can register for programs. If you were a member of LAF when we closed in March, you are still considered a member because your membership will be extended, even if it expired during the closing.

Q. How do I register?

A. We will be using an online system called *My Active Centre*. You will need to register for programs online by using this system. You can access the system by doing the following:

Instructions for MyActiveCenter

IMPORTANT: Registration begins 1 week prior to the start of the session.

1. Visit MyActiveCenter at www.myactivecenter.com
2. Click on **NEW USERS** in the upper right hand corner of the screen.
2. Enter Life After Fifty
3. Choose a center. You can CHOOSE **Life After Fifty – West Side Centre** or **Life After Fifty – East Side Centre**. Click on the centre you will be attending.
4. Enter your membership **keytag number**
5. Enter your **phone number** (**IMPORTANT NOTE:** This must be the phone number you have on record with us)
5. Enter your email address.
6. Enter your chosen password.
7. Confirm your chosen password by re-entering it.
8. Click **CONTINUE**
9. You will then see the available programs, with prices and details listed to the right of each program.
10. Select a program you wish by clicking **DETAILS**
11. Review the information and click **REGISTER**, if you would like that program.
12. Once you have selected the program you wish, **CLICK** on your profile button at the top right where it says “Hi (your name)”.
13. Click **SIGN OUT** to exit.

Q. Do I have to register for billiards, computers or the library?

A. Yes, registration is required. There will be no drop-ins available for billiards, computers or the library. If you wish to reserve time, you may do so on MyActiveCenter. Billiards will be limited to one player per table.

Q. Can my friend and I play billiards together?

A. At this time, billiards tables are for single person practice. Your friend can reserve the other table for the same timeslot if it is available.

Q. How can I get help to register?

A. You can attend one of our training sessions on Zoom on September 15 at 1pm or September 21 at 11am.

Q. I don't have a computer. How can I register?

A. You can call LAF and someone will be available to help you register. Please be patient if phone lines are busy.

Q. I need physical assistance to come for programs. May I bring a caregiver to help?

A. Members who require physical assistance may bring one caregiver.

Q. Does my caregiver need to pre-register?

A. No, your caregiver does not have to register or pay a user fee as he/she will not be participating in programs and is only there to assist you with your participation.

Program offerings and room capacities have been adjusted to accommodate physical distancing and cleaning requirements.

Q. I don't see my favourite program. When will it be offered?

A. All programs are constantly being reviewed for ways to offer them safely. Some programs, such as those classified as Super Spreaders, may not be offered for some time.

Q. What is a Super Spreader program?

A. Super Spreader programs are extremely high risk and known to easily spread respiratory and contact viruses. These programs will not be offered unless they can be modified in such a way to prevent risk.

A program or event held with a group of people who are talking loudly, breathing heavy, shouting, singing, whistling, cheering, etc. for an extended period of time. This type of event (A Super Spreader Event) causes individuals to expel respiratory droplets / aerosols in the air which is the main factor leading to the spread of COVID -19. In short, a Super Spreader is when a single person who is infected with a disease infects a large number of other people. Super spreading events and programs underscores the importance of social distancing and avoiding large gatherings. Any program, service or event which involves talking loudly (usually talking over background noise), singing, breathing heavy, chanting, wailing, whistling, etc.

Super Spreader programs are also programs that involve repeated touching of objects or surfaces by more than one person where the ability to clean the object between each use is unreasonable (i.e. card games)

We understand how beloved these programs are to members so we are actively looking for ways to modify as many as we can for safe re-introduction. Some programs, however, will have to wait until much safer times to return.

Q. When should I start re-booking Handi-Transit appointments?

A. Once you have pre-registered for a program, those timeslots are yours and you are free to book transportation. Remember to book your drop off and pick up times as close to the program as possible since you will be asked to depart once your program has ended.

Volunteering at LAF

We understand that there are varying degrees of comfort with returning to LAF, therefore, program leaders will not be asked to run their programs at this time. For a full list of programs being offered in this phase of re-opening, see the program schedule.

Q. I am a volunteer program leader...who will be running my program?

A. In LAF's Phase 2 of re-opening, all programs will be facilitated by our certified instructors or staff.

Q. Is there a way I can volunteer from home?

A. Absolutely! Virtual volunteers have been graciously giving of their time throughout the closure and may continue doing so, if they so choose. If you are interested in virtual volunteer opportunities, phone Mary Hoevenaars at ext. 132. Some examples of virtual volunteering include:

- Knitting and crocheting
- Making calls to fellow members and other seniors at home to check in on them.
- At home crafts

Q. I am a volunteer program leader. How will I know when I need to return?

A. You will be contacted and asked about your comfort level with returning to your role and a date will be discussed. As well, in order to ensure you feel knowledgeable and safe, you will be asked to attend training prior to resuming your responsibilities.

Café Services

Our centre café is a special place. It is not like a regular restaurant where family members and close friends from the same social bubble come in and eat together. In our café, people come alone and meet up with other LAF members for a meal and some laughs...and we love that! However, that makes it difficult to offer café services in a safe way. Through consultation with our public health inspector, we will keep the café closed until it is safer to open. We deeply appreciate your understanding.

Q. Will the Café be open for lunch?

A. Both centres will be closed during the lunch period for a mid-day cleaning. The café is closed.

Q. Are frozen meals available?

A. Yes! Kristin has been cooking all your favourites since July. Come and get 'em! Still just \$5.00/meal.

Q. Will frozen meals be available at East Side Centre?

A. Yes, we will make a supply available.

Q. Will tea/coffee be available?

A. Not at this time.

Q. Can I bring my own lunch?

A. Both centres will be closed during the lunch period for mid-day cleaning. All members will be asked to leave during this time.

Other Frequently Asked Questions

Q. Will there be weekly 50/50 draws?

A. Not at this time. But look for an exciting announcement coming soon.

Q. Will we have our usual annual LAF Lottery?

A. We will be changing the format this year. Stay tuned for details!

Q. I want to return books or puzzles. Can I do so?

A. Yes! We'll set them aside for 72 hours before returning them to our shelves for lending.

Q. Can I come in and do puzzles?

A. Not at this time. But you can borrow one for as long as you like! Just call before you come to book a time in the library.

Q. I want to donate fabric or household items. May I do so?

A. We are unable to accept any donations.

Q. I want to make crafts for LAF from home, can I do this?

A. Yes! Call Mary or Suzanne for more information.

Q. Can I bring a friend for a tour or a free week?

A. We have suspended tours and are not accepting new members for the time being.

Q. If I arrive late for my timeslot on the billiards tables or computer lab, can I extend it?

A. We have built in adequate cleaning time between appointments so it is important to stick to the timeslot you signed up for. Don't worry, if you arrive late, you can use the remainder of your timeslot – we will not give it away.

Q. Can I come in to visit other friends?

A. At this time, LAF is only open to members who have pre-registered for appointments.

UPDATED Members' Code of Conduct

Life After Fifty Responsibilities of Membership and Code of Conduct

Welcome to **Life After Fifty (LAF)**. People from many different backgrounds share this environment. LAF adheres to the Human Rights Code which declares that “every person has the right to equal treatment without discrimination because of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, gender identity, sexual orientation, age, marital status, family status, handicap or the receipt of public assistance.”

All members, staff, and visitors of LAF have the right to be treated with dignity and respect.

All members, staff, and visitors of LAF have the responsibility to treat others with dignity and respect.

To guide staff, members and volunteers in carrying out their responsibilities and duties in a fair and respectful manner, the Board of Directors has adopted the:

Rotary International “4-Way Test”

Is it the truth?

Is it fair to all concerned?

Will it build goodwill and better friendships?

Will it be beneficial to all concerned?

THE FOLLOWING ACTIVITIES ARE NOT PERMITTED ON LIFE AFTER FIFTY PROPERTY:

- Physically or verbally threatening, harassing or intimidating any person, directly or indirectly, as defined in the Human Rights and Criminal Codes.
- Defacing, damaging, or destroying property in any area belonging to the Agency, its visitors or tenants.
- Possession or consumption of alcohol outside of events or rentals for which a liquor permit has been obtained.
- No smoking or vaping on or within 20 meters of LAF property as required by the Smoke-Free Ontario Act.
- Soliciting, for any purpose, including asking for money, contributions or donations unless such activity has been approved by the Administration or Board of Directors of Life After Fifty.
- Assembling for the purpose of disturbing the public peace or committing any unlawful act at the Agency sites.
- Creating a disturbance which is disruptive or dangerous to others in the recreation or business activities of the Agency.
- Bringing animals on to Agency's property, with the exception of trained and identified guide dogs and service animals.
- Posting or distribution of non-Life After Fifty flyers or notices without prior approval from the Administration of the Agency.
- Use of any recording devices unless such activity has been approved by the Administration of the Agency.
- **NEW!** Entering the agency without successfully passing the COVID-19 screener.
- **NEW!** Intentional disregard for population health practices put into place by the Administration of the Agency.

Note: All Code of Conduct Violations will be investigated. Violations will be subject to our progressive discipline process which may result in that individual's removal from the Agency's leased or owned properties and/or revocation of his/her membership.

NEW! COVID-19 ACKNOWLEDGEMENT, WAIVER, AND RELEASE FORM

Members will be asked to sign the acknowledgement, below, on your first visit back to the centre. Please review and if you have any questions, do not hesitate to ask.

1. I _____ (print name), acknowledge the contagious nature of the COVID-19 and that the public health authorities still recommend practicing physical distancing. I further acknowledge that Life After Fifty has put in place preventive measures to reduce the spread of COVID-19.
2. I further acknowledge that Life After Fifty cannot guarantee that I will not become infected with COVID-19. I understand that the risk of becoming exposed to and/or infected by COVID-19 may result from the actions, omissions, or negligence of myself and others, including but not limited to, staff, and other members and visitors.
3. I voluntarily seek services provided by Life After Fifty and acknowledge that I am increasing my risk of exposure to COVID-19. I acknowledge that I must comply with all the set procedures to reduce the spread while attending. I attest that I will not attend Life After Fifty if experiencing any of the posted symptoms of COVID-19.

I hereby release and agree to hold Life After Fifty harmless from, and waive on behalf of myself, my heirs, and any personal representatives any and all causes of action, claims, demands, damages, costs, expenses and compensation for damage or loss to myself and/or property that may be caused by any act, or failure to act by the seniors' active living centre, or that may otherwise arise in any way in connection with any services received from Life After Fifty. I understand that this release discharges Life After Fifty from any liability or claim that I, my heirs, or any personal representatives may have against the centre with respect to any bodily injury, illness, death, medical treatment, or property damage that may arise from, or in connection to, any services received from Life After Fifty. This is a liability waiver and release extends to both Life After Fifty sites together with all board members and employees.

I HAVE READ THIS ACKNOWLEDGEMENT, RELEASE AND WAIVER FORM CAREFULLY. I FULLY UNDERSTAND ITS CONTENT, AND VOLUNTARILY AGREE TO ITS TERMS. BY SIGNING THIS ACKNOWLEDGEMENT, RELEASE AND WAIVER, I UNDERSTAND THAT I, ON BEHALF OF MYSELF OR A PERSON IN MY CARE FOR WHOM I AM A SUBSTITUTE DECISION MAKER, AM WAIVING CERTAIN LEGAL RIGHTS, INCLUDING THE RIGHT TO SUE.

COVID-19 SCREENER QUESTIONS

Please keep this list posted at home and refer to it before every visit to LAF. If you answer yes to any of the questions, please stay home.

1. Have you or anyone in your household had close contact* with anyone with acute respiratory illness or travelled outside of Canada in the past 14 days?
2. Do you or anyone in your household have a confirmed case of COVID-19 (or test results pending+) or had close contact* with a confirmed case of COVID-19 not yet resolved (or test results pending+) without wearing appropriate PPE?
3. Do you have any of the following symptoms:
 - Fever
 - New onset of cough
 - Worsening chronic cough
 - Shortness of breath
 - Difficulty breathing
 - Sore throat
 - Difficulty swallowing
 - Decrease or loss of sense of taste or smell
 - Chills
 - Headaches
 - Unexplained fatigue/malaise/muscle aches (myalgias)
 - Nausea/vomiting, Diarrhea, Abdominal pain
 - Pink eye (conjunctivitis)
 - Runny nose/ nasal congestion without other known cause
 - Croup in children
 - Multisystem inflammatory vasculitis in children

Presentation may include persistent fever, abdominal pain, conjunctivitis, gastrointestinal symptoms (nausea, vomiting, diarrhea) and rash
4. If the patient is 70 years of age and older, are they experiencing any of the following symptoms: delirium (altered state of consciousness), unexplained or increased number of falls, acute functional decline, or worsening of chronic conditions?

Tips to make your return to LAF enjoyable!

1. Remember your mask!
2. Stay home if you are sick.
3. Arrive no earlier than 15-20 minutes before your program begins to allow for processing. Double check your times.
4. Ensure that you have pre-registered for your program.
5. Come prepared (water bottle, proper shoes, etc.)
6. Bring your own equipment, if possible.
7. Bring all personal items, equipment or projects home with you. All such items must be removed at the end of the program.
8. Members are encouraged to stay within their program rooms.
9. Members will be directed to depart when their program has finished.
10. Be courteous of others and give plenty of space.
11. Bring a “go with the flow” attitude as we all try and figure this out. We are very excited to see you!
12. Have fun! We are all in this together 😊



Welcome back!!