

All staff webinar – COVID-19 Update

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Current restrictions across Victoria, NSW and QLD according to state government websites

Victoria

22 June

- Indoor sports centres and gyms with 20 people per separate enclosed space, subject to the 4 metre squared rule.
- 1.5 metre social distancing still in place for sport and exercise activities.
- Swimming teachers can now be in physical contact with children as required for teaching of swimming.
- **We are eagerly awaiting the next announcement before June 22 where we anticipate an increase in gatherings to either 50 or 100 people.**

NSW

13 June

- Indoor pools, gyms, pilates, yoga and dance studios can reopen with up to
 - 10 people per class and
 - 100 people in an indoor venue.
- Indoor pools and saunas will also be allowed to reopen, with restricted numbers.
- The 4 metre squared rule still applies.
- Swimming teachers can now be in physical contact with children as required for teaching of swimming.

QLD

Currently

- Fitness, gyms, pilates, yoga and dance studios can reopen for up to 20 people.
- 1.5 metres social distancing.
- Outdoor pools can operate for up to 20 people.
- Swimming teachers can now be in physical contact with children as required for teaching of swimming.
- **From 10 July gatherings of up to 100 will be permitted in indoor facilities**

What our customers are telling us

CONCERNS AND QUERIES ABOUT REOPENING

Fees and structuring of payment will be a key challenge. If the opening is 'phased' and they don't have full access to facilities. There will be sensitivity here.

Cleaning and hygiene of **equipment and surfaces** is key. This must be consistently and constantly communicated.

Health of staff and other members is a bigger fear than expected. They want to know that **temperature checks** are being done on those entering the facility.

Spacing and social distancing in the facility. Guidelines and rules to instruct customers. From single swimming lanes to staggered equipment.

Enforcing the rules and making sure there are consequences applied for not doing so. This shouldn't be up to the customers themselves. **This is on staff.**

Change rooms are going to be a challenge. For many they are a big part of the privacy required to feel comfortable at a facility.

Reduced numbers in areas will also placate and help consumers feel more comfortable.

IN THEIR WORDS...

"I'd be happy to try with reduced services and functionality but I think that should be reflected in the price."

"I would not be concerned if the facility was not fully functional. If what I wanted to use was available, I would return if I felt comfortable doing so."

"I would return as soon as possible, even if it was just for gym a few nights a week, even if swimming was off the cards, or vice versa, if the pool opened first and no gym. If there was no showers though, I would not want to pay for full facilities, I would only want to pay for the gym itself."

"Obviously there will need to be changes in the way that people access the facilities and the ways the facilities organise the start and finish times of the programs they offer. There will also likely need to be the provision of things like hand sanitiser and wipes for equipment."

"Separate lanes for each swimmer and a time limit, probably no showers at the facility and therefore showering at home afterwards."

Customers confirmed that they had high expectations. There are **three key elements** of the experience they are not willing to compromise on:

ACHIEVEMENT



Many customers have particular routines and objectives they are looking to achieve when attending. If they are aren't able to complete them they want to wait.

"I only use the pool for laps, if that wasn't available I won't be waiting. If numbers are restricted, I would need to know before travelling down weather or not I would be able to swim."

"I would expect a minimum number of classes that I could attend. Prior to COVID I attended every day, as an absolute minimum I would want to do 4-5 classes a week."

COMFORT



Many are creatures of habit and want the comforts they are familiar with. They would reassess or be unsure about the comfort if change rooms weren't available.

"Perhaps no access to a change room? Are we meant to go home wet or get changed on pool deck? I drive 45mins to use the pool, I wouldn't be happy about that!"

"Access to change rooms. Disaster. Kids will be getting changed everywhere. How do you put your bathers on? Where are the toilets?"

ENJOYMENT



Many get enjoyment out of the experience. The connection to community and others within their networks is important. Safety is key but they still want to be able to smile and enjoy the experience too.

"I love being able to connect with the community and that is what I miss most. The other stuff can't come at the cost of my happiness."

"I love seeing my toddler smile at their lessons. The lessons bring them so much joy. If we lose the fun I doubt I keep going."

Based on the current data, respondents indicated a high likelihood of attending providers they went to prior to the lockdown, with many actually wanting to return within a month after they reopen.

However, 2 in 3 are not willing to pay extra when they return and expect the providers to cover this cost.

There's also interest for a pay-as-you-go service, which has the potential to draw in more customers.

The Y's 6 COVIDSafe Commitments

In order to be COVIDSafe at all Y facilities, we are committed to:

Temperature Scanning

Temperature scanning will occur at all Y facilities.
Staff, visitors and patrons will be scanned upon entry.

Social Distancing Requirements

A distance of 1.5m between people throughout our facilities and programs. All spaces have been measured and 4m² capacity restrictions are in place for all facilities and spaces.
Staff, visitors and patrons will be counted as they enter and exit facilities
Removal of seats and equipment has occurred to ensure social distancing.

Signage and Instruction

Throughout each facility you will find signage and instructions on how staff and customers can be COVIDSafe.
Hygiene signage and floor, seat and bench stickers have been installed to assist with distancing.

Increased Hygiene and Cleaning

Each facility has hand sanitiser stations at entry/exit, in high touch point areas and areas of high traffic.
Cleaning has been increased with regular touch point cleans, 24 hour facility cleans and ready for decontamination cleans in the event of a confirmed case of COVID-19

Training for Staff

All staff have been trained in the COVID Safety training provided by the Health department.
Staff have also undergone Y Victoria training and signed a commitment to being COVIDSafe. Role-specific training has also been completed to ensure all programs the Y offers within our facilities are COVIDSafe

Process for a Confirmed Case

In the event of a confirmed case of COVID-19 the Y has an 8 step confirmed case flowchart. This flowchart ensures isolation, reporting, tracing and cleaning occurs before an area or facility can reopen.
Everyone who enters our facilities will have their details recorded to assist with case tracing.

Our commitment to community safety – Carolyn Morris YMCA Victoria CEO



Carolyn Morris
CEO, YMCA Victoria

