



FAQ FOR THE ROUNDHOUSE

ROUNDHOUSE HOURS

Monday to Friday: 9am-5pm

Saturday to Sunday: Closed

1. Will there be a Recreation (Program) Guide for Fall 2020 classes?

A Recreation Guide will not be produced for Fall classes. Please visit recreation.vancouver.ca and filter for Roundhouse Community Centre classes, or visit roundhouse.ca for a list of current class offerings.

2. Why don't I see my usual class on the list?

The reopening of Community Centre focuses on priority programming for children, youth and seniors. The staff have worked with their instructors to see if their classes can adapt to changes such as maximum class sizes, time of class, different rooms, and necessary equipment. As we work through new procedures, staff will review adding more classes throughout the Fall. Our restart will be slow and will not allow for all programs to return at one time. All our programs are important to us but we have identified a few that meet the priority program criteria.

3. When and where can I register for classes?

Registration begins September 10th - online and over the phone at 10am and September 14th at 9am in person at the centre. We encourage debit and credit card payments for any in-person transactions and access will be limited to the facility. We encourage you to register on line and over the phone if possible.

4. Can I still drop-in to classes?

Many classes will not have a drop-in option available due to the reduced number of spaces in class. Details on how to drop-in will be listed in the course description, if it is an available option.

5. What changes can I expect when I arrive at the Community Centre?

You will see notable changes at Roundhouse Community Centre. We have implemented new policies and procedures to ensure patrons are able to physically distance.

- Each patron is to self-assess their health. If you are feeling or showing any symptoms (fever, cough, difficulty breathing, runny nose, etc), do not enter the building.
- Be cognizant of new signage including new flow of traffic, physical distancing reminders, new maximum capacities for classroom and washrooms, and exits.
- We will have one main entrance and one main exit. However if you are registered in a class you will exit directly from their classrooms to the exterior of the building and will not exit back through the facility.
- Check your receipt and review which room your class will be held in (i.e. Mews side, Gymnasium, Exhibition Hall, Room B, etc.) as some rooms have been changed due to social distancing restrictions.
- Smaller class sizes.
- Check-in to your class no earlier than 15 minutes prior to start time and no later than 5 minutes. No late entries will be permitted at this time due to scheduled access to the facility. Be ready to begin, as access to washrooms may be limited
- Limited shared equipment - please bring your own equipment to use during the class (mat, towel, paddles, racquets etc.)
- Water fountains are only accessible for bottle refill. The mouth pieces will not be turned on.
- Time spent in the centre will not be like it was in the past. The centre will not be a place when patrons "hang out or mingle." Access will be purpose based (participation in programs, registration or washroom use).

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- Patrons will be asked to provide their contact information when entering the centre, if they are not registered for a class for contact tracing purposes.
- Parents are not permitted to watch programs or wait in the facility for their children's programs to end.
- For younger aged programs, the instructor will meet the families on the first day at the Mews side entrance and show parents the designated drop off and pick off for future classes.

6. Do I need to wear a mask?

Although masks are not mandatory in the Community Centre, we recommend and encourage wearing them while inside the Community Centre as much as possible. This includes hallways and areas where physical distancing is not possible.

7. Will Special Events and performances be happening anytime soon?

Unfortunately, there are no plans for Special Events and performances at this time. As more information comes available, we will update our website.