



**YMCA-YWCA OF NORTHEAST AVALON
NEW CHES PENNEY FAMILY Y
FREQUENTLY ASKED QUESTIONS
UPDATED August 11, 2011**

Most Recent

Q: When will construction be completed?

A: The new Ches Penney Family Y is open with some spaces still under construction and finishing touches being done to systems and areas in use by our members and families. Paint touch-ups, signage, and other smaller details and issues are being addressed everyday. We understand it is less than ideal to be sharing our space in this way but look forward improvements every day. We are disappointed by the delays and thank everyone for their patience. We are working hard with the general contractor to get all spaces fully functioning as soon as possible.

Q: When will the air conditioning be working?

A: We appreciate that at times spaces in the building are too warm. The system is still undergoing balancing so this will take more time to resolve. In the short term the building temperature overall has been lowered and we're doing our best to circulate cooler air throughout the building whenever possible.

Q: When will the Plus change rooms open?

A: Touch ups to grout, showers and ceiling tiles being completed. Very soon all wiring/cablng will be completed. We expect all change rooms will be open in less than a week.

Q: When will the gymnasium and track open?

A: The gymnasium floor is being laid over the next two weeks. Next steps are line painting and drying. After this we will achieve occupancy to open both these spaces. Unfortunately we are unable to access the track until the gymnasium is fully complete.

Q: When will the aquatics centre open?

A: Work is ongoing. Tiling is nearing the last stages after which the pools will be filled, tested, and commissioned. Date of opening to be announced.

Q: Do you have kettle bells?

A: No. This may be something we add based on member demand. Alternatives to the kettle bells are the medicine balls with handles. Many if not all of the exercises completed with kettle bells can be done with these. If you would like further instruction please contact our Membership Sales and Service staff to book an orientation.

Q: What channels do you have on the Life Fitness cross-trainer televisions?

A: See table below with listing of all channels available

Channel Number	Channel Name		Channel Number	Channel Name
2	PBS		32	RDS
3	CBC		33	MUCH MUSIC
4	SHOPPING		34	SHOWCASE
5	NTV		35	BRAVO
6	CMT		36	SLICCE
7	ABC		37	DISCOVERY
8	LISTINGS		38	BBS
9	CABLE 9		39	SPEED
10	ASN		40	E
11	NBC		41	TLC
12	CBC-FRENCH		42	TV TROPOLIS
13	HOME BUYERS		43	BNN
14	MUCH MORE MUSIC		44	SPACE
15	CTV NEWS NET		45	HGTV
16	TRLE		46	FAMILY
17	OLN		47	COMEDY
18	W		48	TELETOON
19	WEATHER NETWORK		49	HISTORY
20	CBC NEWSWORLD		50	TCM
21	VISION		51	WPCH
22	CBS		52	MTV
23	TSN		53	AMC
24	YTV		54	FOX

25	CNN		55	CHCH
26	GLOBAL		56	OWN
27	A&E		57	VEHICLE SALES
28	SPIKE TV		58	APTN
29	CNN HEADLINE NEWS		59	TDI
30	SPORTS NET		70	HOUSE OF ASSEMBLY
31	SCORE		97	CPAC

Q: What is on the building site to help with water drainage?

A: Under the parking lot and around the building is an extensive drainage system that leads to a headwall at the south west end of the property. From there, water flows down a purpose-built swale to Joe's Bog in Pippy Park.

Q: What are the details about the geo thermal wells?

A: There are 20 geo-thermal wells under the parking lot, each 500 feet deep. The wells work in closed-loop pairs and are filled with a glycol solution that either pumps heat from the ground into units inside the building to pre-heat water and air or brings heat from the units and moves it back underground. The pre-heating and cooling means electric boilers etc. are doing less work and this saves significant amount of energy. The room with the glass door at the east end of the NLC sky-lit corridor shows where the pipes enter the building. Throughout the building are other energy saving features.

Q: Why do we not have salt water pool?

A: We looked into this at the design stage. There is not a salt water pool system available that will purify water at the rate necessary for the very high number of bathers we will have each day. Liquid chlorine is being used to ensure we can constantly provide healthy pools for swimming.

Q: What are the details on the pools?

A: RE/MAX Main Pool is 82 degrees (bather load of 105) - 8m x 20m. 4 lanes. Max depth of 2.5m. 0.9m at it's shallowest pt. Slope (or beach front entry).
Pro-Dive Marine Service Play Pool is 82 degrees (bather load of 46) - Max depth of 0.9m and

shallowest is 0.625m. Slope (or beach front entry). Spray feature.
Manulife Whirlpool is max 104 degrees (bather load of 18).

Q: Does the gymnasium have a regulation size basketball court?

A: There is a full-sized basketball court located in the centre of the gym, not under track. The court area / clear-height area is approximately 84 feet x 50 feet. Then there is another 8' on each side under the track

Q: Will you have a seated cable row machine in the new Y?

A: Yes. On our website you can view the Conditioning Center equipment proposal list. This is listed under the selectorized strength machines as FZ Cable Motion Seated Row.

Q: The membership fee for a new adult member is too much.

A: To improve health and prevent illness we all need to exercise. We perceive the Y to have many benefits to the member- positive relationships with staff, the ease of registering for a membership, the responsiveness of our staff and services offered in addition to the new features. What we offer will meet the changing needs of our members. The value for fee in the new Y far exceeds what is currently offered to members at 34 New Cove Road and no other facility has all these options for exercise under one roof. Any person who cannot afford to pay the new membership fees can apply for our Financial Assistance program- no one is turned away for the inability to pay fees. For more info please speak to our Membership Sales and Service staff or visit www.ynortheastavalon.com.

Q: In the new Y, will you have lockers in the general or plus change rooms to accommodate large bulky items such as a motorcycle helmet?

A: Some helmets may fit, lockers in general and plus are the same size.

Q: Will current members have a chance to see the facilities offered in plus membership prior to switching and deciding which option to take?

A: If possible, we will work with the general contractor to schedule tours before opening. All current members will receive communication about fees, categories, and the building fund fee before opening to make them aware of their options before we move. All members will have their membership automatically transferred when the new facility opens. Members can choose to cancel their membership at anytime with 5 days notice before your next payment date. There is a virtual tour displayed at the St. John's Y in the lobby to give you an idea of the spaces, finishes,

etc. Any current member who is not satisfied with their membership within the first 30 days after opening can cancel and the cancellation fee will be waived.

Q: We cannot afford the change in fee for our family membership- how can we participate?

A: Family memberships are based on a rolling discount. E.g. if you have a family of six, 2 adults and 4 children you would receive a discount of 35%. No one is turned away for the inability to pay. Any person or family can apply for our Financial Assistance program. Please speak with membership sales and service staff or visit www.ynortheastavalon.com for details.

Q: On the membership details sheet it states prices are effective June, 2011- does that mean that current members start paying those fees June 1?

A: The new rates will be applied to current members on the first day we are open for services in the new facility, not before. Members will have their first payment pro-rated depending on the number of days we are open in that month.

Q: Will the new Y have night time security for the parking lot and building?

A: Yes. The site, building and parking will be secured by a variety of means all day and night.

Q: Will the new Y have annual membership?

A: No. The Y has automatically renewing monthly membership that can be cancelled and re-started anytime with no minimum contract. Members will be informed of any change in fees. There is a cancellation fee and the building fund fee would need to be paid again if membership is re-started after 6 months.

Q: What are the new monthly membership fees for the new Y?

A: Membership fees were market tested in 2007 as part of our planning and presented in draft at an information session in 2010. The new fees were announced on April 15th, 2011.

Monthly Fees (hst where applicable)

Adults (19 & up) \$48

Plus (19 & up) \$59

Student (13- 21) \$35

Child/Youth (0-12) \$29

Family Family is one or two adults (general or plus) and any dependent children youth or students 21 or under. Family discounts start at 15%. Please contact us for details.

Q: What are the details about the building funding fee (BFF)?

A: There is a building fund fee to keep the building and equipment as new. In recognition of current members, there will be a discounted building fund fee of \$25 that will be added to your first monthly payment in the new Y. If you are a new member in the new Y the fee is \$75.

- This fee includes HST.
- It is a one-time fee charged to adults upon registration, it is 100% subsidized for assisted members, if members cancel and come back within 6 months it does not need to be paid again.
- The fee is non-refundable.
- The fee will not be charged for membership upgrades *e.g. family to family plus OR adult to family*
- If transferring membership (YMCA Canada reciprocal membership policy) or moving from one Y to another Y for whatever reason they will not have to pay the fee again.
- If a current member ages out of membership category that does not have the BFF, prior to batch renewal they will be notified of the change and the BFF to make a choice to cancel or rollover to new category. E.g. Student to Adult

Q: Will you offer children's birthday parties in the new Y?

A: We currently offer children's birthday parties at our Mount Pearl Y location (25 Holden Street) and will continue this when the new Y opens. When the Ches Penney Family Y opens we will not initially offer children's birthday parties. Birthday parties are usually an additional fee. Our membership model is all inclusive to keep costs low. After opening, we will see if members demand this type of a la carte service and modify as needed. Senior program staff are putting together the summer program brochure for the new Y. Staff are always looking to enhance the program selection and respond to member feedback.

Q: Is gymnastics offered at the Y?

A: A gymnastics program is not currently being offered at the Y. We have offered this program in the past with low attendance from members in meeting their health and fitness goals. There are several organizations in the community that specialize in meeting this need. We do offer programs that would assist in flexibility, strength and cardiovascular conditioning required to perform gymnastics at various levels. I would encourage you view our current program guide for children, youth or adult activities.

For the new Ches Penney Family Y senior program staff are putting together the program brochure. Staff are always looking to enhance the program selection and respond to member feedback. We are looking at new drop in programs that are free to members of all ages. To respond to expected growth members will also see more time and day options for their favourite

programs. After opening, we will see if members demand this type of continuous program on the child/youth schedule and modify as needed.

Q: This looks great, but why aren't there 4 courts instead of 2?

A: From the earliest member consultations over the past 3 or 4 years, the decision that needed to be made was to have two courts or no courts at all. We are pleased to have arrived at the decision to have two courts, and anticipate members will feel good about this. Two courts in addition to our extended operating hours should meet the demand of members. Additional courts would have been costly to install, so we chose to offer a larger variety of program spaces for all members to use. Based on our market research of what activities the community members wanted in the Y, we have provided the best options within our budget and building lot.

Q: Can child/youth members use the whirlpool?

A: This is still being researched with Government Services and information will be provided as it becomes available.

Q: Will current members be given an opportunity to try for free membership plus change rooms?

A: No, but any member who chooses a membership plus can change to general membership with no penalty. All members have an option to pay the additional fee to use the membership plus change rooms for these amenities:

- Change room restricted to those 19 and older
- Towel service
- Sauna in change room
- Social space including a TV in change room
- More counter/vanity space in change rooms
- Higher quality of toiletries

Q: Is there a transfer fee for current members to move to the new Y?

A: No. Memberships are renewed automatically monthly. When we open the new facility we will transfer current members and you can still use your current card. There is a building fund fee to keep the building and equipment as new. In recognition of current members, there will be a discounted building fund fee.

Q: What is on the track floor? Why is the track sloped?

A: The 100m walking/running track flooring is rubberized cushioned sport flooring. The four corners are sloped or banked so that turning the corners is easier on joints as walkers/runners round the corners and change direction in a relatively short space.

Q: What is the golden-yellow siding on the exterior of the building?

A: The siding is called pro-dema. It is a natural birch treated with phenolic resin to withstand winter temperatures and summer sun. As part of being in Pippy Park and using a number of LEED standards, the building was designed to use as many natural materials as possible. The natural birch theme is carried inside the building on doors, railings, furniture, and millwork.

Q: Will the Y offer lunch time aerobic programming given the proximity to Confederation Building? A number of people are anticipating this for fall 2011.

A: Good idea! We'll look at this as a very positive option for members.

Q: Great facility, can't wait! Who is the architect?

A: The architectural firm is Sheppard/Case based in St. John's. The design architect is Richard Symonds and the senior architect is Jim Case. The architects are also the prime consultants on this project, leading the team of engineers and other consultants, and managing the construction with N.D. Dobbin Group and the Y project manager.

Q: When will the new Y open?

A: Our general contractor anticipates construction will be complete in June, 2011. Construction is on time with the final pieces of parking lot paving, sidewalks and outdoor playground, etc determining the date of our occupancy permit. Ideally we would like no disruption to service when we move, but the final pieces for occupancy are weather dependent.

Q: When will the new membership fees, categories and building fund fee information be posted?

A: Pre-sale information will be available online and at the St. John's Y and Mount Pearl Y Membership Sales and Service desks April 15th, 2011. www.ynortheastavalon.com OR 754-2960/748-1082.

If there is a disruption to member access due to moving or construction delays the first month membership fee for current members transferring would be pro-rated. We are also working with the landlord of 34 New Cove Road on the move date to minimize disruption.

Q: Will current health, fitness and recreation members have to pay the building fund fee (BFF)?

A: We are looking at the best BFF model for our current members. This was communicated during the November, 2010 information session and posted on the FAQ's on our website. To date we have determined that:

- This will be a one time fee (if membership not cancelled) vs. an annual fee
- Adult & Adults in Family Memberships (General and Plus) will be required to pay
- There will be a discount on the fee for the automatic transfer of current members to new Y
- This fee is non-refundable

Detailed information about the building fund fee will be made available to all on April 15th.

Q. Will a tax receipt be issued to members for payment of the building fund fee?

A: No. The BFF is used to maintain Y facilities and equipment, it is not a donation. The CRA will not permit the Y to issue tax receipts for this payment.

Q: Will current members be given an opportunity to view/use the new facility before payment of the BFF?

A: If possible, we will work with the general contractor to schedule tours before opening. All current members will receive communication about fees, categories, and the BFF before opening to make them aware of their options before we move. All members will have their membership automatically transferred when the new facility opens so there is no disruption to service. Members can choose to cancel their membership at anytime with 5 days notice before your next payment date. There is a virtual tour displayed at the St. John's Y in the lobby to give you an idea of the spaces, finishes, etc. This will also be available online on April 15th. www.ynortheastavalon.com.

Q: My child is a participant in licensed child care at the Y. Will their program include using the pool?

A: Yes, child care programs at the new Y will include use of the pool. This will be communicated to participants prior to opening.

Q: Is the glass in the fitness studio and conditioning centre tinted to help control the heat from the sun at the back of the building?

A: Yes, the glass is tinted. The entire building will be heated and cooled using a geo thermal system.

Q: **Where will the group cycling classes be held?**

A: In the fitness studio on the second floor.

Q: **Is there an opportunity for outdoor activities on the new Y building site?**

A: Yes. The Y will be accessible to the Grand Concourse trails in Pippy Park that can be used for running, walking and cross country skiing. We'll also provide a bike rack that can hold 8 bikes and have an outdoor playground. We also anticipate we can schedule some classes outdoors, children in child care will be outdoors as often as possible, and day camp will be outdoors in the summer much of the time.

Q: **Will there be enough equipment to accommodate the growth in membership?**

A: Yes. We will be purchasing 65 new pieces of cardio equipment for the conditioning center and the fitness studio (group cycle bikes). In addition, members can use the aquatics center, open gymnasium times, courts, recreational sports programs, group fitness classes, and the trails in Pippy Park for cardiovascular training. We will store our used cardio equipment and re-furbish and use it if needed to meet member needs until additional equipment can be purchased. In addition, we will post the non- peak times for members to visit the facility and post conditioning center guidelines asking members to be considerate of the 30 minute time limit on cardio equipment during peak times.

Q: **When the current facility closes at 34 New Cove Road and I choose not to move to the new Ches Penney Family Y, do I have to pay the cancellation fee?**

A: Yes. All current members will receive communication about fees, categories and the building fund fee before opening to make them aware of their options before we move. All members will have their membership automatically transferred when the new facility opens so there is no disruption to service. Members can choose to cancel at anytime with 5 days notice before your next payment date, upon surrender of your membership card and cancellation fee payment.

Q: **Will the play pool be warmer than the main pool?**

A: The pool design temperatures are as follows: main pool 82°F, play pool 82°F-84°F, whirlpool 102°F and the Aquatics Centre air temperature is designed to be 84°F. Often, pools

feel colder not because the water is colder but because air handling systems do not work properly. Our geo-thermal system will heat and cool the entire building.

Q: What is the depth of the main pool and play pool? How many lanes? How big is the main pool?

A: Main Pool is 8m x 20m. 4 lanes. Maximum depth of 2.5m. 0.9m at its shallowest point with a ramp entry. Play pool is maximum depth of 0.9m and shallowest is 0.625m with a slope/beach front entry with spray fun features.

Q: Can I dive in the main pool?

A: Diving will be a part of Y swim lessons only.

Q: Will the Y offer child & youth swim lessons?

A: Yes. Health, Fitness and Recreation members will be provided the opportunity to enrol in the National YMCA Swim Program for lessons. Based on demand for this programming, it may be subject to availability. Swim lessons will start in the Fall.

The YMCA National Swim Program is built on a base of Asset Building, YMCA Priority: Serving All Member (SAM) Standards, and healthy child development. An overview of the YMCA Child/Youth Swim Program will be provided starting April 15th as part of our pre-sales.

Q: Will you offer mid-morning group fitness classes?

A: Yes, based on the availability of Y volunteers. Senior program staff are putting together the program brochure for the new Y. Staff are always looking to enhance the program selection and respond to member feedback. To respond to expected growth members will also see more time and day options for their favourite programs. After opening, we will see if members demand this type of continuous program on the group fitness schedule and modify as needed. As always when programs are reviewed we may decide it is time for some programs to be revamped. Because of the move and the different space available we are looking to change the time and day of various programs and in some cases we may alter how the program is offered.

Q: Will the Y have staff member present in the conditioning center to assist members?

A: The type of equipment we have chosen for the conditioning center and layout of the building is very user friendly and self serve. The Y has volunteers who have been certified through the YMCA Canada Fitness Leadership program. The volunteer position is called a Conditioning Center Guide. Their role is to deliver free beginner programs and orientations to any member (current or new). Orientations can be booked at our membership sales and service

desk. In addition, all of our Duty Managers can assist in showing members how to use equipment.

Q: Will the Y do recreational sports tournaments/competitions; swim meets, etc for members?

A: No. Competitions cause change to our reliable schedule and inconvenience to members.

Q. What are some of the things in the new facility?

A.

- Two courts
- Gymnasium
- Five change rooms
- Pool area with 16 person whirlpool, 20 meter pool and shallow leisure pool
- Fitness area with 3 lane indoor walking track (10 laps=1km)
- Fitness studio for classes
- Child minding room
- Multi purpose room
- Space for licensed Childcare Centre
- Corporate office
- Youth Employment Center
- Café

Q. What will differentiate a Membership from a Membership Plus?

A. The different core amenities and services that a Member has the option to purchase in the Membership Plus package include:

- Change room restricted to those 19 and older
- Towel service
- Sauna in change room
- Social space including a TV in change room
- Slightly more counter/vanity space in change rooms
- Higher quality of toiletries

All members will have access to the on deck whirlpool (supervised by a lifeguard). By restricting access to those 18 years and older in the Plus change rooms we are ensuring the safety of children by avoiding unsupervised use of the sauna.

Plus membership will allow for a greater range of people to participate who may not otherwise participate because the change rooms offer a different level of comfort and privacy. Plus membership helps us maximize participation by allowing more people to use five change rooms

as they prepare to use program spaces. The Y financial assistance program is funded by a combination of charitable gifts and operational revenue. Membership fees allow us to support this critical service for our community.

Q. What is happening with the equipment for fitness area?

A. We are planning to purchase all new cardio and some new strength equipment for the fitness area. Staff have been looking at different manufacturers and working with various experts and considering member input to create the list of pieces that the new facility will have. These pieces will be tendered to a short list of manufacturers whose equipment meet criteria we have identified. Examples of the criteria for the equipment includes: safety and correct exercise movement, non-intimidating looking equipment and easy to use. There will be a mix of cardio equipment that is also equipped with TV's and i-Pod / MP3 connector cords. Member feedback was taken into account in decision making.

Q. What is happening with the current fitness equipment?

A. Traditionally when a Y moves and new equipment is purchased the old equipment is considered for trade back to the company. Another option is to sell it to other YMCA's. If those two options leave equipment unclaimed we then look for a buyer (ideally one person / company to purchase the entirety of remaining equipment). Our preference is not to sell it individually due to the resources needed to manage that type of situation.

Q. Will there be food services in the new YMCA?

A. Yes. A small café has been included for members to access. The intent is that the café will serve light snacks or lunch and coffee and juice. A sandwich / salad type of menu is being considered. We will review the various responses to the RFP to manage the café with consideration being given to criteria such as operating hours, menu selection and costs.

Q. Will there be adult swim lessons?

A. Yes. Senior program staff are putting together the program brochure for the new Y. Staff are always looking to enhance the program selection and respond to member feedback. We are looking at new drop in programs that are free to members of all ages. To respond to expected growth members will also see more time and day options for their favorite programs. Adult swim lessons will be included in membership fees. After opening, we see if members demand this type of continuous program on the aquatics schedule and modify as needed.

As always when programs are reviewed we may decide it is time for some programs to be revamped. Because of the move and the different space available we are looking to change the time and day of various programs and in some cases we may alter how the program is offered.

Q. What are the payment options for the Building Fund Fee (BFF)?

A. The BFF is used to maintain YMCA facilities and equipment through capital improvements. There are several Y models of how to implement the building fund fee. To date we have determined that:

- This will be a one time fee vs. an annual fee upon registration
- Adult & Family Memberships (Plus & General) will be required to pay
- There will be a break on fee for transfer of membership to new Y
- This fee is non-refundable

Q. How do I get regular updates?

A. Visit www.ynortheastavalon.com and click on *Ches Penney Family Y*. New photographs and information are posted regularly. You can also sign up for e-newsletters or join our Facebook page.

Q. What will the membership fees and categories be at the new Y?

A. In preparation for opening, fees and categories will be introduced in the Fall of 2010 (see Information Session Presentation (15 Nov 2010) PPT for updated info). Naturally, fees will increase as the value of the programs and services we provide increase. In general, we will continue to have all-inclusive monthly membership fees, family membership fees, and more options including “plus” membership for adults to use adult-only change rooms with increased amenities. Swim lessons will be included in membership fees.

Q. What is “plus” membership?

A. The new Y will have five change rooms – two general (male and female, all ages), one family/special need (both genders, all ages) and two plus change rooms (male and female, 18 years of age and older). The plus change rooms will appeal to members 19 years of age and older who would like a lounge area, sauna, and other amenities such as razors, soaps / shampoos / conditioners, television, telephone, iron and ironing board, and newspapers. There will be an additional fee for membership plus.

Q. Will the Y be investing in new equipment for the conditioning centre at 34 New Cove Road?

A. While we purchase some new program equipment such as mats and BOSUs, and regularly repair or perform preventive maintenance on cardio and strength equipment, our capital resources are focused on building and equipping the new Y at this time. We have been able to maintain a very low level of down time on the current equipment which is now just over four

years old. Some strength equipment will be moved to the new building. Cardio equipment will be replaced.

Q. How do I sign up for child care at the new Y?

A. This information will be available in fall 2010. Parents are welcome to add their children to our child care wait list at any time.

Q. Why are information sessions held at other Y locations, but not at 34 New Cove Road?

A. As a principle, we will not cancel programs to hold meetings. We also want meetings to be held at times that are convenient for people to attend. Presently, space at 34 New Cove Road is limited.

Q. Why did the corporate office move out of 34 New Cove Road?

A. The corporate office moved to share space with one of the Y employment and enterprise programs in order to create space at 34 New Cove Road for member programs including new healthy active programs for children and youth. The move also allowed us to expand our licensed child care to be able to serve 60 children and families by September, 2008. This move is temporary and the corporate office will be in the new Y. The health programs at 34 New Cove Road and at the Mount Pearl Y are managed by Senior General Manager Sherry Thompson, and the child care programs – both on site and throughout the region – are managed by General Manager Olga Sullivan. The CEO, Finance Director, and Development Director are at Regatta Plaza II providing support and focusing on the campaign and new building project.

Q. When will there be more information about the project for program members, participants, and the general public?

A. Throughout the negotiations for the land and the sale of 34 New Cove Road, we have naturally had to be very cautious and private. While we have been consulting widely with members through surveys, focus groups, and meetings, now that the land is finalized and the building has been sold, we will provide regular updates on the progress of the project accessible on our website. Our most recent information sessions in September, 2009 and May, 2010 were very helpful as we continue to consult and communicate during this time of significant change. We'll schedule two information sessions a year as another way to keep people up to date, answer questions, and seek feedback.

Q. What are the next steps?

A. In recent months several very important milestones have been reached in the achievement of our Association's strategic plan and specifically related to the capital project:

- Construction started on the new Ches Penney Family Y at 35 Ridge Road (set to open in early 2011)
- 34 New Cove Road has been sold, and we will remain as tenants until we can move into the new Y
- We have raised over \$7.5 million of the \$8.6 million we need to raise in the Y Strong Families Campaign
- We still have a lot of work to do on the fundraising campaign which is quietly ongoing
- Milestones will be announced as appropriate and construction updates are available on our website

Q. What if I have more questions?

A. Call President and CEO Jason Brown at 709-726-9622 ext. 241 or e-mail jbrown@ynortheastavalon.com

History

Q. How long has a new Y been in discussion?

A. The Board of Directors, with the support of YMCA Canada, first started considering the options for asset renewal in 2004. The new building will be at least the sixth main location for the Y in our communities since 1854 and will allow us to serve many more people. 34 New Cove Road represents about 20% of the activities of the Association.

Q. Why do we need a new Y?

A. There are several reasons – our charity's current building at 34 New Cove Road is approaching 30 years old, program spaces are less flexible and relevant than they need to be, re-investment required to bring the building back up to standard will cost several million dollars. The current building is not wheelchair accessible.

Also, there is no room for expansion on our present building site, and as programs continue to grow we need more space to continue to provide the positive, values-based Y experiences our communities need in health, child care, and employment programs.

We also have a number of programs in off site or rental locations, as well as our corporate office, which we will move into the new building to take advantage of the efficiencies offered by being under one roof. The 2006 member survey also shows low satisfaction with our present facility.

Q. Why has the Y invested capital in 34 New Cove Road in the past couple of years?

A. We have invested as little as possible in the actual building and focused investment on moveable equipment and a new IT system. The investments in the building are largely cosmetic, intended to add more program space, or to repair certain deficiencies such as the lower roof. All investments made make the short term continued operation of 34 New Cove Road viable.

Q. What will be different about the new building from the current building?

A. The new building will be larger, and it will include an aquatics centre and family change rooms. Our Y is one of the only Ys in Canada without an aquatics centre. The new building will also have space to accommodate some of our waiting lists in child care, our employment programs (currently in rental spaces), and our corporate office (also currently in a rental space). The new building will also incorporate many environmental and energy saving design elements to keep operating costs as low as possible. The location in Pippy Park will allow us to do an outdoor day camp right in the city.

Q. How was the decision made to start the process to build a new Y?

A. The Board of Directors elected by the voting membership approved in 2006 a strategic plan that includes program and facility development as a key strategic direction. Based on the 2005 study of our present building and a site selection study, the Board of Directors decided to attempt to acquire 4.5 acres at the corner of Ridge Road and Higgins Line in Pippy Park. The Pippy Park Commission approved our request in January, 2007 and after many months of negotiation the City of St. John's purchased the land to deed to the Y in 2008.

Q. How will the new project be funded?

A. The City of St. John's has agreed to contribute \$1.5 million to the project and the provincial and federal governments combined have invested \$3 million. We are also in a fundraising campaign to raise funds from charitable gifts towards the project. The remainder will be funded by a combination of the proceeds from the sale of 34 New Cove Road, Y investments, and financing.

Q. Has a business plan been done showing the new building is needed and viable?

A. Yes, the Board of Directors takes its legal responsibility in the governance of the Association very seriously and requires a high level of due diligence by staff. An important part of the application process to provincial and federal governments includes an extensive detailed business plan. Backed by telephone surveys, our plan shows a very high level of support for the new Y. The capital and operating plans are also based on conservative estimates that result from our surveys. The plan also details a study done on the economic benefit to our communities that

would result from this project – the contribution to GDP over the first 5 years is estimated at \$50.2 million.

Q. What will happen with 34 New Cove Road?

A. 34 New Cove Road has been sold to Killick Capital, and we will remain as tenants until we can move into the new Y, now that the renovations are complete City Stars Basketball will be joining us in the building and we will be sharing some program spaces.