



Senior Center FAQs (updated August 12, 2021)

The following are frequently asked questions and answers regarding Senior Center operations and programs.

1. Is the Senior Center open?

Yes, we reopened on Thursday, June 10th

2. I'm still nervous to be in public and I'm not sure if I should attend programs at the Senior Center.

Do you have any thoughts for me?

We understand some individuals may not yet be comfortable returning for on-site programs. We encourage all to participate at the level they feel comfortable as the decision to participate is solely left to each person. We also encourage those not ready to participate in person to continue (or consider) participation in our virtual class offerings through Zoom.

3. Are there any requirements participants must meet before they can attend programs at the Senior Center?

Yes, participants must:

- Be an active member of the UA Senior Association.
- Complete a 2021 "Senior Center Medical Emergency & Activity Waiver" (at time of membership/renewal).
- Register in advance for those programs requiring pre-registration.
- Upon arrival to your specific program room, all attendees will confirm their name in the daily attendance roster (located in the room where your class or program is conducted). This helps us track program attendance and is also important for contact tracing purposes.

4. Is membership with the Center required for participation in programs?

Yes. The UA Senior Association annual membership fee is \$15 for UA residents and \$20 for non-residents. To join, call our office at 614-583-5320. Memberships are for the calendar year.

5. What are the office hours at the Senior Center?

Monday through Friday 8 am-4 pm our office staff will be available.

6. How many members of the Center have received the COVID-19 vaccination?

Senior Center members were sent an electronic survey in May regarding our reopening plans. 99% of respondents indicated they have been fully vaccinated.

7. Are masks required at the Senior Center?

Per the August 5 mask advisory from Franklin County Public Health, all visitors to our indoor facilities are asked to wear a face mask, regardless of vaccination status. The City strives to continue offering recreation programs while limiting the potential of spreading COVID-19. At this time customers are requested (not required) to wear a mask when inside the Senior Center or other City buildings when they cannot socially distance (minimum of 6'). Customers may remove masks when exercising or consuming food or drinks. If you have questions, please talk to our staff.

8. If I don't feel well, can I still come in for my scheduled program or class?

If you are not feeling well, we ask that you stay home. It is helpful (for a registered class) that you call us to cancel your class due to illness. You may return to programs when you are feeling better and are no longer experiencing symptoms. Communication with our office is important and much appreciated.

9. Is COVID-19 vaccination required for participation?

In accordance with State Health Orders, vaccination is strongly encouraged, it is not required. In respect to personal privacy, we will not track who is vaccinated versus who is not.

10. Do I need to have a COVID-19 test to participate in programs at the Senior Center? Will attendees be screened for COVID-19 symptoms before they arrive in the building?

Participants are not required to be COVID-19 tested. We will not be screening people upon entrance to our facilities.

11. Will there be hand sanitizer at the facility? How will facilities be sanitized?

Yes, we have sanitizer stations located in our entryways, as well as common areas for individuals to use. Program spaces will be sanitized by staff routinely throughout the day. Card groups, Art classes, Café UA and other similar programs will have hand sanitizer available at each table. Studio 55 will also make sanitizer wipes available to participants for use before and after using shared fitness equipment.

12. Will water fountains be available for use at the Center?

Yes. We also highly encourage participants to bring their own labeled water bottle when possible.

13. Will the complimentary coffee bar be available for members to enjoy?

Yes. Self-serve coffee and tea will be available for members. Hand sanitizer will also be located at the coffee bar for all to use when handling items at the coffee bar.

14. What factors impact which programs are resumed now vs delayed?

- Instructor availability
- Exposure risks inherent to certain programs
- Some programs have been successful on Zoom and will continue on Zoom until further notice
- Program space availability

15. How do I register for a program/class?

Advance registration is required through our department's WebTrac online registration website, along with payment by credit card. Please visit parks.uaoh.net to register. If needing additional assistance, you may call or stop by our office.

16. Can I still pay with cash for programs?

Currently we do not accept cash payments. Credit card or check only, please.

17. Will Studio 55 Fitness Center operate as before?

- Studio 55 hours will be abbreviated to Monday-Friday, 8 am-5:30 pm until further notice.
- Traditional usage format, no reservations required.
- Patrons are asked to wipe down equipment before and after use with provided sanitizing wipes.
- Staff will sanitize common facility touchpoints regularly throughout the day.

18. Will Café' UA operate as before?

- Café UA hours are Monday through Friday 11 am-12:30 pm.
- In order to abide by health requirements, food is not prepared or served from the kitchen. Café UA will operate as a "bring your own food and drink" service. Members may continue to enjoy lunch while socializing with peers.
- Hand sanitizer is available at each table. Handwashing before and after meals is encouraged.

19. Will activities such as Card groups, Billiards, Table Tennis and Jigsaw Puzzles resume at the time of reopening?

With the exception of jigsaw puzzles, we will be resuming all these activities with some safety precautions in place. Due to the nature of community jigsaw puzzles, we will need to postpone this activity until a later time. Participants are reminded they should wash their hands or use hand sanitizer before touching their face or eating when using shared materials.

20. Will the Senior Center continue to offer virtual recreation programs through Zoom?

Yes, we will continue to offer programs virtually through Zoom as we are able. Several programs are safer to implement through Zoom and also allow for greater participation when compared to limited capacity in a restricted program space.

21. What may be different at the Senior Center, compared to when I attended before COVID-19?

- Most activities will resume with slight modifications due to added safety precautions.
- Staff will routinely sanitize common touch points throughout our facilities, including restrooms.
- Water fountains are available. We also encourage bringing your own marked water bottle.
- Attendance rosters will be used for ALL programs and activities including drop-in activities. ALL patrons must sign in upon arrival to their respective program or activity. This is necessary for contact tracing purposes.
- Pre-registration continues to be required for certain recreational offerings.
- Maximum class capacity is based on classroom set up and Upper Arlington fire code. Social distancing is no longer required.
- No cash. Checks and credit only please.

22. Can I share program supplies or personal items with others?

Participants are discouraged from sharing items with others. Please keep all personal belongings to yourself. Your items should be kept near you or easily identifiable by name if needed (example – water bottle with your name on it).

We have cubical storage units available in each building for participants to place items such as coats, water bottles, or other items. We encourage participants to keep valuable items (purses, wallets) with them at all times.