

April Billerica COA Activities

Activities Start Monday March 29, 2021

Registration Starts Monday, March 22nd at 9:00am

IMPORTANT NOTE: NO EXERCISE OR CERAMICS CLASSES WEEK OF 4-26 TO 4-30

As we continue to develop our program mix and the sanitation / safety procedures for all involved at the BCOA, please note we continue to rely on advice and guidance from the Billerica Town Manager's Office and the Board of Health Director. We may need to reduce our program offerings or the number of patrons that can participate in an activity if we find that we cannot operate carefully and safely, and we are assessing that each step along the way.

Covid Protocols Remain in Effect

Although an increasing number of our patrons are being vaccinated, all our Covid-19 protocols regarding registration, social distancing, mask wearing, symptom and temperature checks remain in place per guidance from the CDC and the Board of Health.

- Masks are required. No exceptions.
- All patrons, including those participating in outdoor activities such as the Walking Wonders or Horseshoes, must check in at the Front Lobby for a symptom and temperature check before proceeding to any session.
- One person at a time in the elevator.
- Continued use of hand sanitizer.
- Individuals in groups must remain 6 feet apart from each other.

Scheduling and Registration

Online registration for all activities is required

Our online registration process was designed to reduce risk and crowding in the lobby. Our building space dictates much smaller classes as we adhere to social distancing principles.

Billerica residents only at this time

Our priority is to serve Billerica residents. We are not currently in a position to welcome back members from other communities.

April Calendar - Please Note:

Our April Exercise and Ceramics classes will run from Monday, March 29th to Friday, April 23rd.

There will be no Exercise or Ceramics classes the week of April 26th to April 30th. Other activities that do not involve an instructor will continue as normal during that week. That includes Walking Wonders, Social Time, Pool Playing, Knitting, Horseshoes and Fitness Room use.

Fee-Based Programs

We successfully leveraged alternative funding sources and some of your donations to cover the \$2,000 per month expense of offering free programs as we worked to launch an online payment system within myactivecenter.com. With our April activities we are beginning the transition to fee-based programs and online payment which will be done via PayPal.

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Free Exercise Programs – Chair Aerobics and Cardio Boost

We will continue to offer several exercise programs at no cost to participants. These programs are among our most popular and offer exercise options for a range of abilities. The programs are:

- Chair Aerobics – Offered on Mondays and Thursdays
- Cardio-Boost – Offered on Tuesdays and Fridays

What is PayPal?

Paypal is an online financial service that allows you to pay for items using a secure internet account. You simply add your bank account, credit card or debit card details and whenever you pay using PayPal, you can choose which of your cards or accounts it pays with. **If you do not have a PayPal account or do not wish to establish one, you can use it as a ‘guest’, and it will not save your payment information.**

April Fee-Based Programs – Craft Programs Only

Our April activities, with a few exceptions, are once again free. There will be fees for Ceramics and Cardmaking, both of which will have an online payment option in myactivecenter.com using PayPal. If you do not use myactivecenter.com, you will need to register by calling us and paying by personal check, payable to the BCOA. Please note that we are not accepting cash at this time. Although the process of registering and then paying for your activities via PayPal is straightforward, if you do need some assistance, please call us at 978-671-0916 and we can help. *Training materials for registering and paying for fee-based programs will be available at the BCOA the week of March 22nd and will also be available on our page on the Town of Billerica website.*

May Fee-Based Programs – Exercise and Craft Programs

Beginning with our May activities, there will be fees for most Exercise programs in addition to Craft programs. As noted above, Cardio Boost and Chair Aerobics will continue to be offered at no charge.

All Exercise programs will continue to be grouped into a series of four (4) sessions and the cost per session will be \$4.50; meaning that a four (4) session program will cost \$18.00. Payment will be made via myactivecenter.com using PayPal. If you do not use myactivecenter.com, you will need to register by calling us and paying by using a personal check, payable to the BCOA. We are not accepting cash at this time.

Fee-Based Programs - Training Materials and Sessions in April

We will have training materials on how to register online and pay for fee-based programs available at the Front Desk beginning the week of March 22nd. Those materials will also be

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posted on the Town's website. In addition, for those who need it, we will hold training sessions in April. If you are interested in a training session, please call us at 978-671-0916.

The training will focus on how to register and pay for fee-based programs. Based on our experience last summer with the introduction of myactivecenter.com, training sessions were not well attended. This resulted in a great many phone calls from people with questions that in many cases had been addressed in the training materials. Given that, we will hold training sessions on registering for fee-based program only if there is a demand for them.

Refunds for Fee-Based Programs

Refunds for activities paid via PayPal will be made via PayPal. Refunds for classes paid by check will be made using a feature called a 'wallet'. Those 'wallet' funds can then be used to pay for another activity.

- Cancelled Class: Full refund will be given for a cancelled class.
- Four Session Program Refunds: Refunds will be issued when BCOA staff is **notified prior to the start of the second scheduled session**. This applies to all Exercise programs and Ceramics which are grouped into 4 sessions. **The refund amount will be equal to the total of the remaining classes**. No exceptions will be made.
- Single Session Activity Refunds: Refunds for single session activity/program, such as Cardmaking, will be made only if we are notified 24 hours in advance of the scheduled activity/program. No exceptions will be made.
- **If you do not attend a session** of a fee-based program such as Exercise or Ceramics or a single session activity such as Cardmaking **for which you have paid and currently registered, no refund will be made**. No exceptions will be made.

Substitutions

- You cannot substitute a friend for an activity or a session you are not attending by calling the person and telling them to show up. If they are not on our printed activity roster from the myactivecenter.com, we unfortunately must have them return home.

Registration

- **April activities** will begin on **Monday, March 29**. Last day for April classes is **Friday, April 23**.
- **April registration** will start on **Monday, March 22nd at 9:00am** for **Billerica residents** only on myactivecenter.com.
- There will be **no Exercise or Ceramics activities the week of April 26 – April 30**. Other activities that do not require an instructor will be held and you can register for those as of March 22nd.

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- **Registration is required for all Billerica COA activities**, even those that are outside the building such as Walking Wonders and Horseshoes.
- If you are a Billerica resident and get an error message stating that you are not a Billerica resident, please call us at 978-671-0916 so we can get that corrected.
- Registering for Social Activities such as Knitting or Pool, Horseshoes, Walking Wonders
You do not need to sign up for all 4 sessions of social activities such as Knitting. You can sign up for one, two, three or all four sessions but it is not required. This is also among our most popular activities so signing up for only one or two sessions does allow other patrons the chance to attend as well.
- **May activities** will begin on **Monday, May 3rd**. **May registration** will begin on **Monday, April 26th at 9:00am**.

Billerica Access TV – BATV Programming

We have partnered with BATV to add a lot of programming to their schedule. That includes exercise classes, performances by local artists and history lectures. This month we continue a new feature called 'Memory Lane' that will take you back to 1958. Many of our programs air multiple times during the month. For a complete list of BATV programming, see BATV's program guide; local access channels are Comcast - Channel 8 and Verizon - Channel 31. You can also find details on their website; batvinc.org.

Memory Lane on BATV – It is 1958 All Month

Remember 1958? BATV will be running a 1958 'Memory Lane' during the month of April. The Memory Lane shows brings seniors together to laugh, interact and recall special memories of their past. It is said that a classic song brings back a thousand memories. So, take a walk with us down Memory Lane and see if the names bring flashbacks of their great music and the memories you have assorted with them.

Health Expert Series – Beginning Mid-April

The April Health Expert Series presentation developed with Health Expert Leigh Hartwell, registered dietician with Elder Services of Merrimack Valley/North Shore is 'Eating for immunity'. This will be aired on BATV beginning mid-April.

Special April Events

Special Note for Knitters, Walkers, Social Time, Pool Players, Horseshoes & Fitness Room

Since our **April activities** begin on **Monday, March 29th**:

- **You must register** for activities you wish to attend during the week of **March 29th to April 2nd** as part of your April registration.
- **You must also register** for activities you wish to attend during the week of **April 26th to April 30th** as part of your April registration.

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Tele-Bingo – Thursdays, April 1st and 15th at 12:30pm

Our 'Tele-Bingo' program continues to grow. Players call into a conference number and play Bingo on two Thursdays, April 1st and 15th at 12:30pm. No technology other than a phone is needed. There is no charge to participate but there are prizes and hopefully some fun. To participate in a Tele-Bingo session, please contact Melissa at 978-671-0916 x2022. **This activity is not available for registration on myactivecenter.com.**

Rail Trail Walks – Tuesday, April 6th and 27th at 9:00am

Rail Trail walks have resumed, weather permitting. The group will walk the Narrow-Gauge Rail Trail in Bedford on Tuesday April 6th and again Tuesday, April 27th. The group meets at 9:00 a.m. at the trailhead on Sweetwater Av. in Bedford and begins walking at 9:15. Walks are subject to cancellation due to weather and terrain conditions. For new walkers or questions, please contact Carolyn Savio at 978-671-0916, ext. 2010. You can register using myactivecenter.com.

Opening Day – Grab and Go

Celebrate the opening of the 2021 baseball season. Drive through our parking lot and get a Grab and Go lunch prepared by the Sunshine Gals and featuring the national favorite: hot dogs! **There is no charge for this event but there is a maximum of 50 patrons.** You can register on myactivecenter.com beginning at the same time as all other April registrations, March 22nd at 9:00am. If you cannot register using myactivecenter.com, you will need to call Melissa to register at 978-671-0916.

Card Making via YouTube – Monday, April 12th at 11:00am

Join Janet Habeshian via YouTube to make beautiful unique cards. Janet supplies all the paper and instructions. You pick up card packets at the BCOA (3 cards & links). The cost is \$10.00 per person and you can now both register and pay in myactivecenter.com. If you cannot register in myactivecenter.com, you will need to call Melissa at 978-671-0916 to register and you will need to pay by check, payable to the BCOA.

Pool Playing

Maximum of two tables in use and four players. Times remain 9:00am to 12:00pm on Monday through Friday. Players must register on myactivecenter.com.

Horseshoes

Horseshoes returns in April on Thursdays at 9:00am starting April 1. There is a limit of 6 players and one score keeper and all must register on myactivecenter.com.

Ceramics

Ceramics continues Wednesdays at 10:00am. There is a limit of 9 students in this class. This is a series of 4 sessions, and you are signing up for **all 4 sessions** when you register. The cost for

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each session is \$4.50, which is \$18.00 for 4 sessions in beginning March 31. You can now register and pay for the classes in myactivecenter.com. If you cannot register via myactivecenter.com, you will need to contact Melissa at 978-671-0916 to register and pay for the class. Payment is by check, payable to the BCOA.

Fitness Room Hours

The Fitness Room is available for 30 minute appointments on Mondays, Wednesdays and Fridays. Appointment times are 9:00am, 10:00am and 11:00am. Sign up for a session on myactivecenter.com.

Common Registration Issues

Be sure you completely register. Although this is similar to online shopping, it is not as simple as checking out at amazon.com. There are several steps to take once you have clicked on an activity to complete registration. Those steps, which confirm what you are registering for, are necessary to register.

Make sure you completely checkout. If you are registering for a **fee-based program or activity**, you are not completely registered until you complete the payment process via PayPal. If you still see items in your MyActiveCenter 'cart' at the top of the screen, you have not paid and are not fully registered.

How do I know I registered? Under your *name*, look for and click on '*My Activities*' where you will see a list of your upcoming activities. If you do not see what you think you have registered for, then you are not registered.

You must have an account: You cannot register unless you have an account in My Active Center. If you have not set up an account, click the button 'New User' on the top right of the screen to do so.

How do I know I am logged in? You should see your *name* 'Hi [your name]' in the upper right of the screen on a desktop / laptop or just below the logo and menu on a smartphone. See illustration below.

What if I need help? We are here to help you sign up and enjoy our offerings. If you need retraining, please contact Melissa at 978-671-0916, ext. 2022.