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Emerging from COVID-19 hibernation...

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We're back! Thankfully, after a period of over 4 months, the I Can Therapy Centre team are returning to work and preparing to reopen. Find out more about our plans and how we aim to best ensure our customer's safe return to exercising with us.

“A re-imagined I Can!”

COVID-19 has had a significant and long-lasting impact on all of us since the global pandemic was declared earlier this year.

The I Can Therapy Centre closed its doors on 13th March, leaving our customers without the specialist power assisted exercise equipment to move more and feel better.

4 months later and with the all important R value remaining stable, indoor exercise venues including I Can were given the go-ahead to reopen.

Reopening however has proved challenging. First and foremost the Landlord of the building in which I Can is situated has restricted access to two days per week from five. This has challenged the

team to find a solution to fulfil the needs of the charity, meet the expectations of customers and to re-establish the service as safely and effectively as possible.



*'I Can Energisers'
Sam and Ann*

With a good dose of 'I Can' energy, enthusiasm and imagination the team have created a bespoke short-term solution.

1) Customers will complete a Review Assessment to ensure they are COVID free and to ensure

they are safe to return to exercise following an extensive break.

2) Customers will be allocated to a reduced capacity exercise group to ensure suitable distance is maintained.

3) Customers will participate in a 4-week block of exercise alternating between power assisted exercise at I Can and a new and especially designed group exercise class. The class will include exercises to improve heart and lung fitness, strength, balance, flexibility and coordination.

4) Customers will have a tailor made 'I Can @ Home' exercise book to move more between sessions.

Customer priorities for a safe reopening

In addition to Government guidance and national best practice, we felt it vital to ask our customers about reopening and returning to I Can.

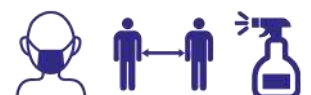
The vast majority of respondents to the survey indicated they feel it's important to return and that they are confident to

return. Encouragingly 91% of customers intend to return.

The top 3 customer priorities are

- 1) **Cleaning**
- 2) **Distancing**
- 3) **Face coverings**

Customers also highlighted that adhering to Government guidance and clear customer expectations were also important.



SPOTLIGHT on Face Coverings...



Face masks and face coverings are not considered PPE (Personal Protective Equipment).

They **do not** have to be worn by customers in the I Can Therapy Centre due to increased risk of harm or injury associated with the increased demands of exercise on the body. This is in keeping with the following Government guidance.

<https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own/face-coverings-when-to-wear-one-and-how-to-make-your-own#when-you-do-not-need-to-wear-a-face-covering>

Operated by
Valley Leisure

move more, feel better
Registered Charity No. 800760



Signposting new customers to I Can

We know that lockdown as a response to COVID-19 has had a profound effect on people's health and wellbeing and we want to encourage new customers to join us.

We really value your support and encourage you to signpost your clients to our website to complete a pre-screen questionnaire which will initiate their I Can customer journey.



HiWCF
LOCAL GIVING FOR LOCAL NEEDS



Funding success for our redesigned service...



We are thrilled to have received funding from HiWCF and the National Emergencies Trust / DCMS which enables us to bring to life our redesigned service.

This funding enables us to hire Bridge Street Methodist Church in Andover to deliver tailored group exercise classes for our customers.

Due to restricted access to our I Can Therapy Centre imposed on us by the Landlord in response to COVID-19, we have had to redesign the service

These classes will complement use of the power assisted exercise circuit enabling us to fulfil our charitable objectives 'move more, feel better' and meet customer need.

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