Virtual Personal Training Best Practices

1. Every trainer should confirm preferred virtual training option i.e. Facetime, WhatsApp, etc. with the client prior to scheduled virtual training appointment.
2. When scheduling virtual sessions with the client, ensure that a confirmation text, email or calendar appointment is sent to confirm appointment date and time.
3. Prior to scheduled appointment, ensure that your client has a safe space to work out with plenty of room to move, safely demonstrate, and is on a non-slip surface. The room should be free of clutter and look professional (no children running around, pets roaming, laundry baskets, alcohol cabinets in the background, etc.).
4. Personal trainer should make sure no personal identification or information is visible (i.e. if you are outside, make sure the camera doesn’t show your house number).
5. Ask the client to provide the trainer with a list of equipment they have at home.
6. Once equipment has been confirmed, ensure that the trainer programs the client’s regimen utilizing the equipment they have or body weight exercises.
7. When trainers are virtually training, they must wear approved YMCA staff shirts, name tags and bottoms.
8. Encourage client to wear appropriate workout attire and shoes as they would in the YMCA.
9. Reminder texts, emails or phone calls are encouraged to prevent missed sessions.
10. Timeliness for both the trainer and the client is expected. Start and end sessions on time.
11. If a client cancels or no-shows their virtual session with personal trainer, the YMCA will not charge the client at this time. The personal trainer will not be paid for the missed session.
12. After a missed session, follow up communication to the client within 24 hours is expected from the personal trainer to the client via text, call or email.