

## **COMMUNITY CHALLENGE FAQs**

### **Technical/App**

#### **Which of my minutes from the app contribute to my community's total? Which minutes from the [Community Better Challenge](#) website count?**

All move minutes from your app, which include both active minutes and your light or incidental activity, will count toward your community's total in the Community Better Challenge. This includes movement from synced fitness trackers, Apple Health or Google Fit, as well as any manually tracked activity.

If you're tracking your activity on the [Community Better Challenge](#) website, all minutes you manually track there will boost your community's total. So, what are you waiting for? Get tracking!

#### **During which time period will my move minutes count toward my community's total?**

May 31<sup>st</sup> – June 16<sup>th</sup>. If you are tracking on the website, please ensure all minutes have been tracked by 11:59pm PST on June 16<sup>th</sup>, 2019.

#### **Can I track minutes for my organization using the app?**

You cannot track minutes in the app on behalf of a group or organization – this can only be done through the [Community Better Challenge](#) website.

#### **If I track my activity on the [Community Better Challenge](#) website, will it also count toward my weekly active minute goal on my ParticipACTION app?**

Yes! You'll get credit in the app for any minutes you track on the [Community Better Challenge](#) website. Likewise, any move minutes that you track directly on your app, either manually or through your phone's health kit or fitness tracker, will appear in your community challenge dashboard. **Note:** the minutes tracked on behalf of your family members will *not* be recorded in your app.

#### **The [Community Better Challenge](#) website isn't letting me add my activity in minutes and seconds.**

Congrats on completing some well-earned move minutes! We accept tracked time in minutes *only* (between one and 180 minutes) but encourage you to round up to the nearest minute.

#### **I have more questions about the app, where can I find help?**

No problem, please see the [mobile app-specific FAQs](#).

## **Technical/Website**

**When I go to track on the website, I don't see my favourite activity listed as one of the options.**

Congrats on tracking your move minutes to help your community! The activities that you see as options are meant to be thought-starters, and you'll notice an 'other' option which covers off any other way that you – and your fellow Canadians – love to move.

**How do I know if my activity is counting toward my community's total? Does it need to be a certain intensity or length of time?**

Great question! The goal of the Community Better Challenge is to get Canadians moving with others. As a result, we haven't set parameters on how intense your activity needs to be. From walking to the grocery store to backyard spring cleaning, we want you to track it all! In terms of duration, every minute counts! The shortest duration of activity you can track is one minute, while the longest is 180 minutes.

**Can I track more than one bout of physical activity for a given day?**

Yes! There are no limitations on how many times you can track physical activity for a given day. Note that the most minutes one individual can track for one activity, however, is 180 minutes.

**When the challenge wraps, can I still see my dashboard with my move minute totals?**

Yes, your dashboard will remain available for viewing. However, no new minutes can be added to the dashboard after June 16<sup>th</sup>, 2019.

**Will the [Community Better Challenge](#) website allow me to add all my family members so I can track on their behalf?**

Yes, you may add up to 10 family members to your Community Better Challenge individual account. If you have more family members that want to participate, we recommend [creating accounts](#) for more than one adult and dividing the family members among those accounts.

**What about my workplace or my soccer team? Can I track for them as well?**

Yes, once you're logged into your account you will be asked if you're tracking for you and your family or on behalf of a group/organization. From there, we will ask for a few details about your group activity and then you'll be able to submit minutes for the entire team.

**My family members completed move minutes without me. Can I still track for them?**

Yes, you can easily log activity that your family members completed by going to 'track an activity' as you usually would. Assign yourself zero minutes and indicate how many minutes each of your family members completed on the given date/time.

### **How do I start tracking on the app, instead of on the website?**

To get started, simply [download the app](#). To sign in, just use the same email/password you would have used to sign in on the website. All move minutes you track on your app can be viewed in your dashboard on the website

### **Postal Codes and Communities**

#### **How is my community determined?**

The boundaries for a community are determined by postal code regions and connected to local municipalities. All individuals and community organizations within the same region will be contributing their minutes to that community.

#### **Do we need to formally register our community?**

No, all municipalities are automatically participating in the Community Better Challenge based on their postal codes. Municipalities are encouraged to support the challenge by doing the following: registering their activities, encouraging local community organizations to track activities for their members, encouraging local residents to [download the app](#), hosting kick-off events and by using ParticipACTION's resources to help get your community active.

#### **How can I see how my community is doing?**

Starting May 31<sup>st</sup>, we will have a leaderboard on the [Community Better Challenge](#) website. The leaderboard will allow you to see the top 20 communities per region. Don't see your community? Keep tracking those minutes to increase the chances of your community cracking the top 20!

### **Crowning Canada's Most Active Community**

#### **How are we deciding which communities win?**

Determining the winner will be defined by the following three criteria:

**Minutes tracked:** After June 16<sup>th</sup>, we will inform the five finalists from each region who have tracked the most minutes based on their population.

**Community engagement:** We will review each of the finalists' results considering the community engagement level based on the numbers of unique individual users and organizations that submitted minutes throughout the challenge.

**Finalist submission:** Immediately following the challenge, each finalist will be invited to complete a brief submission to support their case as to why their community should be selected as Canada's Most Active Community. See Finalist Details resource document found on the [Community Better Challenge](#) for more info.

Based on all three criteria, the winning communities will then be selected.

**How is this fair if I live in a small town? OR Does my community have a fair chance to win if we live in a small town?**

Everyone has an equal chance to win. Each community's total minutes will be divided by their total population.

**How can the prize money be used?**

Please refer to the Finalist Details resource document found on the [Community Better Challenge](#) website.

**What are the prizes?**

Canada's Most Active Community will receive the grand prize of \$150,000 to support local physical activity initiatives.

Five regional community winners will also be recognized and receive \$20,000 each to support local physical activity initiatives.

**Events**

**Can my organization register regularly occurring recreation events/programs to count towards our minutes?**

Yes, any group physical activity can be tracked. Ongoing recreation activities such as a group fitness class at a recreation centre, a sport club basketball practice or a school gym class are all eligible for tracking. To ensure tracking accuracy, the local recreation centre coordinator, instructor or teacher is responsible for tracking the activities. Consider amplifying what you're already doing by encouraging participants to bring a friend during the challenge or having a 'try-it' opportunity for non-members.

**General**

**Who can I contact with unresolved questions?**

We're happy to help! Please contact [info@participACTION.com](mailto:info@participACTION.com) with any questions.

**How are the ParticipACTION app and the Community Better Challenge connected?**

All of ParticipACTION's work is dedicated to helping Canadians reap the benefits of physical activity and to see how *Everything gets better when you get active.*

The [ParticipACTION app](#) is *the active app for everyone*. For regular gym-goers or physical activity newbies alike, it's free and it's here to help Canadians sit less and move more by providing motivational tools, tips, instructional videos and an activity goal based on current activity levels.

The ParticipACTION Community Better Challenge is helping Canadians get together, get active and get winning! From May 31<sup>st</sup> to June 16<sup>th</sup> app users who track their activity are automatically contributing their move minutes to their community, based on the postal code provided during registration.

### **How old must I be to participate?**

To create a ParticipACTION app profile and log minutes toward your community's total in the Community Better Challenge, you must be 17 years of age.

On the Community Challenge website, users must be 17 years of age to track their own minutes.

Parents and caregivers can track on behalf of their dependents and group instructors, teachers and coaches can track for users under 17 when tracking for a group or organization.