

In order to maintain healthy business practices, we respectfully urge our community to adhere to the following procedures and protocols. We ask that you seek staff assistance should you have questions about state guidelines pertaining to our business, and/or the protocols we have established. We look forward to working together to provide our members and staff with the safest environment possible and the opportunity to continue our mission - *to live life well*.

Reduce Transmission

1. **Do not visit the club sick** - For the well-being of everyone involved, if you are not feeling well, have a fever, or visible signs of illness, we ask that you take the time to remain at home, rest and recover.
 - a. Health screenings - Signage will be present at employee and member entrances to provide opportunities for self-screening; employees will be required to complete a formal screening (screening binders available in every department)
 1. Do I have symptoms of fever, cough (excluding chronic cough due to known medical reason), shortness of breath, sore throat, or diarrhea (excluding diarrhea due to known medical reason)?
 2. Have I had close contact in the last 14 days with an individual diagnosed with COVID-19?
 3. Have I traveled on an airplane internationally or domestically in the last 14 days?
2. **Practice social distancing at all times.** Every person should remain a 6-foot distance from all others - while working *and* recreating in the club. Stand at available placeholders that signal the 6 foot rule when in line to enter the building or at common areas within our space. Follow directional cues in high traffic thoroughfares.
3. **Wash hands** - Good hand washing practice involves immersing your hands in warm, soapy water for at least 20 seconds. If soap and running water are not immediately available, alcohol-based hand rubs containing at least 60% alcohol will be available.
4. **Cover coughs and sneezes** - Cover your mouth and nose with a tissue or your sleeve, not with your hands. Avoid touching eyes, nose, and mouth with unwashed hands. Trash receptacles are readily available.
5. **Wipe down fitness equipment and all areas** - Please wipe down equipment before and after use. Gym wipes and cleaning spray are provided throughout the workout areas. Clean and disinfect all areas such as offices, bathrooms, common areas, and shared office or fitness equipment. Appropriate virus killing cleaning agents are readily available in the club.
6. **Personal Protective Equipment** - Face coverings (required by employees while inside the building), disposable gloves, and approved hand sanitizer will be provided to all employees. Face shields and aprons will be available to child care providers. Individuals may opt for other face coverings brought from home. Do not re-use single-use coverings beyond the 2 use limit. Remove masks by straps (do not touch the front of the mask).
7. **Etiquette** - Replace hand shakes with no-contact acknowledgments.

Maintain Healthy Business Practices - Phase One

The following is a list of, but not limited to, necessary procedural changes that will occur to maintain a healthy environment for our staff and members.

1. Moving all fitness equipment to ensure the six feet distancing guideline - many pieces of equipment have been pulled and placed on the track and in additional fitness rooms (berm space).
2. Touchless member access is available via personal scan card or cell phone app for check-in purposes. New scan cards will be mailed to members.
3. Members will be asked to:
 - a. Wear face coverings indoors at all times except when swimming, playing tennis, and showering.
 - b. Clean and wipe down all fitness equipment before and after each use; no 'working in' with others on equipment (ie., complete all sets and reps of exercises on a piece of equipment, clean it, and then move on).
 - c. Bring in their own yoga and stretching mats for personal use only; also provide a personal fitness towel for use when exercising. Only bath towels will be available during Phase One.
 - d. Address registration questions pertaining to future programming via phone or electronically.
 - e. Limit in-person contact / interactions when possible. Avoid lingering in common areas.
 - f. Adhere to and abide by all posted signage (re: COVID-19).
 - g. Adhere to and abide by all steps made to encourage social distance (markings on floor, traffic patterns, etc).
 - h. AVOID visits to the club if they have symptoms of being sick (includes all family members for which person is responsible).
 - i. Adhere to and abide by all hand washing measures (extra hand sanitizer stations will be readily available).
 - j. Use credit cards or 'charge to account' for purchases and/or services. There will be no cash transactions.
 - k. Refrain from walking into employee offices, and instead call or email with questions or concerns.
4. Child care services will open October 1st. Protocols forthcoming.
5. The play structure and rockwall in the Lagoon Activity Center will both remain CLOSED in Phase One. Play equipment is available for use in LAC, and cleaning is self-administered.
6. Group swim lessons have been canceled. Only private and semi-private lessons where the instructor is able to teach from the pool deck will be offered (those swim levels fish 4 and up). Participants must be within the same family for semi-private swim lessons.
7. Indoor lap pool lanes will be on a reservation system, which can be accessed via the mobile app or online services. One swimmer to each lane, (2) 30-minute reservations per member, per day.

8. Tennis players are encouraged to follow the guidelines created by USTA <https://www.usta.com/en/home/stay-current/national/usta-statement-on-safety-of-playing-tennis-during-the-covid-19-v.html>. A maximum of four people on a court, plus the instructor, will be permitted (phase one) during play. Masks will be necessary when entering and leaving the court, but will not be necessary on the tennis court during play, assuming that social distancing is maintained.
9. Staggered work schedules and shifts will be established to limit the number of employees at the club at any given time (this includes those team members who share office space).
10. Many tables and chairs have been removed from common areas to limit people congregating. Please avoid lingering in common areas.
11. Placeholders that signal the 6 foot rule of distancing have been placed in the cafe. Only ONE staff person will work in the cafe at any given time. Strict COVID-19 health department protocols will be followed in cafe operations.
12. Frontline phone calls will be redirected to other offices should the one and only desk person be on another line.
13. Plexiglass has been installed at Front Desk, Cafe, Fitness Gazebo, Concierge, and Child Care to ensure safe interaction between members and employees.
14. All protocols will be shared with any/all outside contractors to the best of our ability.
15. Locker rooms will be open and will be a focal point for intensive cleaning efforts. Please be respectful of social distance when using lockers. Disinfectant spray bottles will be provided in each shower to spray down before and after each use. Bath towels will be provided.
16. Appropriate signage will be posted throughout the club.
17. Group fitness activity will be limited to 19 people on the basketball court (using decals to denote each person's location); all classes will require registration; virtual and outdoor options will also be available; schedule will be re-worked to allow a 15-30 minute break between each class to allow for safe exits and entrances and proper cleaning procedures.
18. Personal training indoors will be limited to one-on-one sessions, and/or semi-private with family members. Outdoor sessions may include both one-on-one and semi-private involvement.
19. Basketball games will not be permitted; only individual activity per net or group activity with members of the same family. Basketballs will be available to check out at the front desk.
20. Only pre-cleaned equipment will be available to use in class settings.
21. All porous equipment (yoga blocks, foam rollers, lounge chair cushions) has been removed until further notice.
22. Continued outside air ventilation will be maintained throughout the building. HVAC air filters are changed on a quarterly basis. Fans used in rooms or studios may be used only if air flow is pushed upwards. Doors to pool areas will continue to be closed in order for independent HVAC units to continue to circulate outside air and work properly and efficiently.
23. Self-serve/ complimentary coffee station will be removed.

24. Outdoor pools will remain open through Sunday, September 20, and will continue on a reservation basis to enforce capacity guidelines.
25. Club capacity shall follow the limitations provided by the state (25%); guests will not be permitted during Phase One. An occupancy monitoring system (through software system) will be used for the indoor facilities to assist with contact tracing efforts and capacity guidelines.
26. Employee (recreational) usage - hours may be restricted to avoid peak times (mid-mornings).
27. Membership tours will be available by appointment. Sales information may be distributed electronically.
28. As hiring and onboarding becomes necessary, all efforts will be made to have processes handled electronically.
29. All water fountains will be closed; water bottle stations will remain open.
30. One way traffic patterns in both indoor and outdoor facilities will be created whenever possible.
31. Indoor steam rooms, saunas, and hot tubs will be closed per the state mandate.
32. The Lagoon pool will be open with capacity guidelines. Water features must remain turned off.
33. Massage services will resume in the Spa beginning October 1st. Safety protocols forthcoming.

Maintain a Healthy Work Environment - Cleaning

Frequently touched surfaces and objects like light switches and doorknobs will be cleaned and disinfected to further reduce the risk of germs on surfaces and objects. EPA registered cleaning products will be used throughout the facility.

Examples of items that will be routinely cleaned (with supporting checklists documenting frequency of cleaning):

- tables
- doorknobs and handles
- light switches
- countertops
- handles
- desks
- phones
- keyboards
- toilets
- faucets and sinks
- handrails
- all fitness equipment
- toys and play equipment
- writing utensils

- Basketballs

Our full, comprehensive ***COVID-19 Employee Reopening Plan*** is available upon request at the front desk.