



# REOPENING PLAYBOOK

MAY 2020



The COVID-19 pandemic caused the World to hit pause.

As fitness & wellness professionals, it's in our DNA to appreciate challenges. We know that every challenge presents an opportunity to learn, reflect, improve, and most certainly get stronger. And while our industry was impacted immensely by the current health crisis, it has also further reinforced our commitment to good health—for immunity, longevity and especially community.

The strength of Active lies in our best assets, our people, who, are fueled by our mission of helping people live healthier, happier lives now more than ever.

As both our teams and members are welcomed back upon reopening, the safety and well-being of all is our highest priority. In this Reopening Playbook, you will find our Standards of Operations to ensure that our commitment to good health is resonated in our environments. It will be everyone's duty to maintain these standards at all times and protect the well-being of our communities.

***We are excited to re-activate our spaces. We are stronger together.  
We are ready to hit play.***

# ENHANCED STANDARDS

TO KEEP OUR EMPLOYEES + MEMBERS SAFE + WELL

## EDUCATION + COMMUNICATION

- Staff training + video tutorials
- Daily Health Screening for all staff
- Member Code of Conduct
- Signage reminders posted throughout the club
- Provided literature on ways to stay well to both members + staff

## EXERCISED SOCIAL DISTANCING

- Abbreviated hours of operation
- Limited capacity for club use + class sizes
- Unplugged equipment to allow for more space
- Limited day use lockers, spaced apart
- Implemented reservation system
- Signage reminding members to keep 6 feet apart throughout the club

## ENHANCED SAFETY MEASURES

- Touchless check-in
- Employees required to wear mask; members encouraged to
- Clean + sanitize all day by members + staff
- Increased # of sanitation stations
- Enhanced products + technology
- 30-min cleaning breaks after every 90 mins of club use
- Paused non-essential services



## HOW WE ARE KEEPING YOU SAFE

- Supply mask, gloves, and complete daily pre-work screening (temperature checks included per county requirements)
- Added hand sanitizer near employee workspaces and throughout the facility
- Requiring staff to stay home if ill or have traveled to high-risk areas or if household members travel
- Employee will be required to disinfect their workspace in the beginning of their shift at the end of each shift
- Employees will not be permitted to congregate in breakrooms and must follow the six feet social distancing requirements
- Employee hygiene expectations communicated
- Suspending towel service so employees do not touch the soiled towels
- Not accepting cash

# SUPPLIES





## RECOMMENDED SUPPLIES

- Health-E Wipes
- Hand Sanitizer (at least 60% alcohol required)
- Hand Sanitizer Dispenser
- Wipes Dispenser
- Towels
- Paper Towels
- Laundry Detergent
- Bleach
- Gloves
- EPA Approved Disinfectant (Commercial grade)
- AA batteries for thermometers
- Label maker

# REQUIRED ITEMS ORDERED BY ACTIVE WELLNESS

1. Reusable face masks for all employees
2. Thermometers for all staffed sites
3. Individual hand sanitizers (for some sites)



*CLICK BELOW TO SEE SAMPLES*





# DEEP CLEANING/SANITATION SUPPLY OPTIONS

- Electrostatic Sprayer [Video Demo](#)
- AeraMax [Brochure](#)
- AirPHX [Brochure](#)
- Evaclean Protexus [Brochure](#)
- HYPOGEN [Brochure](#)
- Plexiglass Shields for Service Desk [Option](#)
- Foot Door Opener [Option](#)
- Arm Pull Opener [Option](#)
- Housekeeping Utility Belt [Option](#)
- NanoSeptic [Option](#)

LET'S GET  
*stronger*  
TOGETHER  
◀ 6 FEET APART ▶

# EDUCATION + COMMUNICATION

PLEASE BE  
*mindful*  
EXERCISE  
SOCIAL DISTANCING

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THANK YOU FOR YOUR COOPERATION  
AND SUPPORT TO STAY WELL

# CLEAN VS SANITIZE VS DISINFECT

## CLEAN

### WHAT IT DOES?

Removes soil, dirt and debris from surfaces. It does not kill microorganisms.

### WHAT PRODUCTS DO YOU USE?

Soaps, detergents, water and microfiber towels to physically remove soil, dirt, and debris from surfaces.

### WHY CLEAN?

Cleaning lowers the count of germs by removing them from a surface, not necessarily killing them.

## SANITIZE

### WHAT IT DOES?

Kills a higher percentage (99.999%) of microorganisms on surfaces.

### WHAT PRODUCTS DO YOU USE?

Heat (i.e. steam, hot water and hot air) requires at least 171 degrees surface contact or EPA registered product with specific contact time to kill microorganisms on surfaces.

### WHY SANITIZE?

Sanitizing reduces and kills the amount of germs on a surface to a safe level recognized by the EPA, but it does not eliminate the occurrence and growth of bacteria, viruses, and fungi.

## DISINFECT

### WHAT IT DOES?

Kills a higher percentage (99.999%) of microorganisms on surfaces.

### WHAT PRODUCTS DO YOU USE?

Disinfecting uses an EPA registered product with specific contact time (1-10 minutes, depending on the chemical) to kill harmful microorganisms, like bacteria, and pathogens on surfaces.

### WHY DISINFECT?

Disinfecting reduces and kills the amount of germs on a surface to a safe level recognized by the EPA, and reduces the occurrence and growth of bacteria, viruses, and fungi.

# REOPENING SIGNAGE

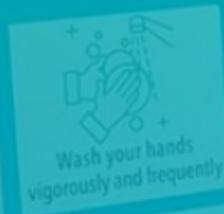
Signage recommendations to ensure social distancing throughout facility.

- Front door/lobby poster
- Social distancing signage for group exercise classes
- Unplug every other piece of cardio
- Sanitation station signage
- Weight area social distancing signage
- Locker room social distancing signage
- Floor stickers for lobby area/gx-social distancing
- CDC recommendations
- Email blast to members prior to re-open informing them of the changes they should expect to see
- Grab and go signage
- Elevator signage
- Mirror signage

## WELCOME BACK *we missed you!*

Please help support a safe, phased reopening of our club by following the guidelines that will help protect the well-being of our community.

If you have a fever, symptoms of respiratory infection or have been in contact with anyone with COVID-19, please stay home and take good care. Your entrance to the club will not be permitted.



Thank you for your cooperation. We are stronger together and can do our part to help limit the spread of COVID-19.

Reopening Signage Samples:

# WELCOME BACK

## *we missed you!*

Please help support a safe, phased reopening of our club by following the guidelines that will help protect the well-being of our community.

- Your temperature will be checked with a touchless, infrared thermometer.
- If you have a fever, symptoms of respiratory infection or have been in contact with anyone with COVID-19, please stay home and take good care. Your entrance to the club will not be permitted.



Keep 6' apart to allow for social distancing



Wash your hands vigorously and frequently



Use a hand sanitizer that's 60%+ alcohol



Avoid touching your face



Masks & gloves are encouraged

**Thank you for your cooperation. We are stronger together and can do our part to help limit the spread of COVID-19.**

# limited CLASS CAPACITY

PERSON MAXIMUM

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The limited class capacity will ensure recommended social distancing. Be sure to reserve your spot in class ahead of time. We appreciate your support and understanding!

For more information, please visit the Service Desk.

# PLEASE BE mindful EXERCISE SOCIAL DISTANCING

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THANK YOU FOR YOUR COOPERATION AND SUPPORT TO STAY WELL

# UNPLUGGED

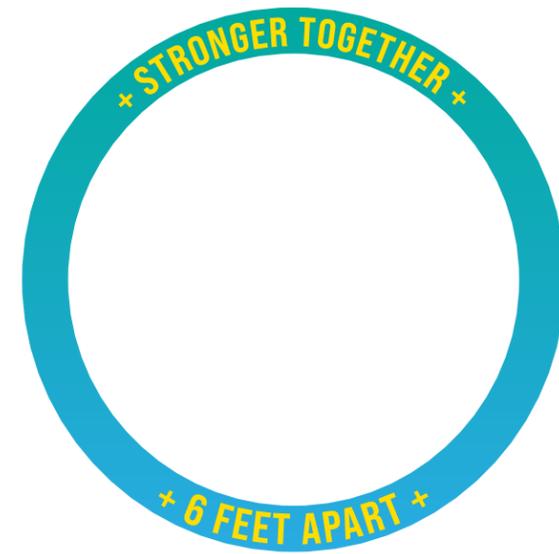
*for your* PROTECTION



This piece of equipment has been shut down to allow for social distancing.

# SANITATION STATION

Help us all stay well by wiping down equipment after use and using hand sanitizer regularly between washes.

PLEASE BE **mindful** KEEP 6 FEET APART



# PREPARING FOR REOPENING

# REOPENING CHECKLIST

- ✓ Deep clean the entire facility
- ✓ Train all staff on new safety protocols
- ✓ Train all staff on how to properly remove and dispose of gloves. See how to video here: [Removing soiled gloves](#)
- ✓ Walk your site to ensure all doors, kiosks, locker beys, shoe cubbies, have sanitation stations along with a waste basket for wipe disposal
- ✓ Remove all equipment that cannot be easily sanitized
- ✓ Add all Group Ex classes to MindBody for booking
- ✓ If opening with a pool, add a lane reservation system to ensure no more than 1 member per lane
- ✓ Post all recommended signage throughout the facility
- ✓ Keep inventory for all required/recommended supplies
- ✓ Distribute washable masks to all employees
- ✓ Ensure adequate distancing in lobby areas/communal areas by spacing furniture or removing tables or chairs
- ✓ Remove shared books and games from communal spaces
- ✓ Educate staff on how to use approved disinfectant sprays and product use instructions
- ✓ Ensure track spacing if you have an indoor track
- ✓ Cover water fountains spickets (water bottle fillers can remain available for use)
- ✓ Determine if mandatory temperature checks are required by the county.
- ✓ Provide new responsibilities and expectations to each staff member
- ✓ Complete a comprehensive re-opening checklist for your individual site example provided here: [Example](#)
- ✓ Recommended to move to cashless operation to reduce contact
- ✓ Procure credit card swiper that can sit on the service desk so the member can swipe their own credit card for transactions
- ✓ Discontinue laundry service



# IMPLEMENT RESERVATION SYSTEM

- Set up MindBody (or on site equivalent program if MBO is not used) to take reservations for Fitness Center Usage and all programs and services.
- Communicate with members about new reservation system prior to opening
- Set up 90-minute blocks (60 minutes for corporate sites) for members to reserve time in Fitness Center for cardio and weight training, clearing the club in between to control capacity.
- Add all Group Ex classes to MindBody for booking
- Determine ongoing process for site virtual classes
- If opening with a pool, add a lane reservation system to ensure no more than 1 member per lane
- If opening with childcare, add a reservation system to ensure proper guidelines are being followed (no drop-ins)

# SERVICE DESK PROTOCOLS

- Put on your provided mask and wash hands thoroughly before working
- Must wear gloves while cleaning
- Prop front doors open for touchless entry
- Double check to ensure social distancing signage is posted
- Sanitize the service desk area and all touch points
- Fill hand sanitizer stations and x-wipes at the service desk and lobby area
- Place membership card scanner on top of the service desk counter for touchless greetings and check-ins
- Employees should practice social distancing behind the service desk
- Encourage members to use hand sanitizer on their way in and give reminders regarding social distancing
- Wash hands often using the CDC recommendations
- Use hand sanitizer after every exchange that is not touchless
- Provide new responsibilities and job expectations to each staff member

◀ *we're* ▶  
**OPEN\***

\*We're exercising social distancing, appointments may be required.



# AMENITY REDUCTIONS BASED ON COUNTY GUIDELINES

- Steam Room and Sauna to remain closed
- No towels provided on site
- Reduced lockers available to ensure social distancing
- No facility rentals
- Bring your own yoga mat and towel
- Remove yoga mats/blankets/blocks from the facility
- Remove any equipment that cannot be easily sanitized (i.e. sandbells)
- Close indoor/outdoor hot tubs
- Unplug every other piece of equipment
- Swimming pools to remain closed
- No group sports ie basketball, racquetball, pickleball etc.



## GROUP EXERCISE RECOMMENDATIONS

- Reduce class offerings until the membership base recovers
- All group exercise classes should be booked through MindBody
- Sanitize microphone before use
- Class size should be determined based on government guidelines with at least 6 ft radius around each participant
- Add social distancing stickers to the floor to ensure 6 ft distancing between members
- Ensure social distancing signage is posted
- Remove excess equipment from the studio to limit touch points
- Add sanitation stations to the inside and outside of the studio
- Make class announcements before and after class to wipe down equipment after use
- Touchless interactions with members and during all group sessions
- Windscreens should be replaced before every instructor change
- Provide new responsibilities and expectations to each staff member

# FITNESS FLOOR RECOMMENDATIONS

- Power down and post “unplugged” signage on every other piece of cardio equipment
- Add sanitations stations with waste baskets throughout the fitness floor and give gentle reminders to members to wipe down equipment after use
- Increase equipment cleaning to a minimum of 4 times per day with focus on touch points on machines (i.e. displays, handles, screens)
- Employees must wear masks and gloves while cleaning
- Touchless interactions with members and during all PT sessions
- Provide new responsibilities and expectations to each staff member

PLEASE BE  
*mindful*  
EXERCISE  
SOCIAL DISTANCING

THANK YOU FOR YOUR COOPERATION  
AND SUPPORT TO STAY WELL

## LOCKER ROOM CLEANING RECOMMENDATIONS

- Sanitation station and waste basket at the entry and exit of every locker room
- Sanitation station with waste basket at the end of every locker bay
- Deep clean of the locker room every night at closing (wipe down interior and exterior of lockers, sanitize all locker mechanisms, sanitize all surfaces, shower areas, restrooms and floors, focus on touch points ie restroom door handles, benches, hair dryers, amenity holders, faucets, etc.
- Increase locker room cleanings to at least 4 times per day with high focus on sanitizing touch points
- If key cards or keys are used, they should be removed and sanitized at the end of every night
- Any employee that is cleaning must wear gloves and a mask
- Add locker signage to lockers to ensure safe distancing

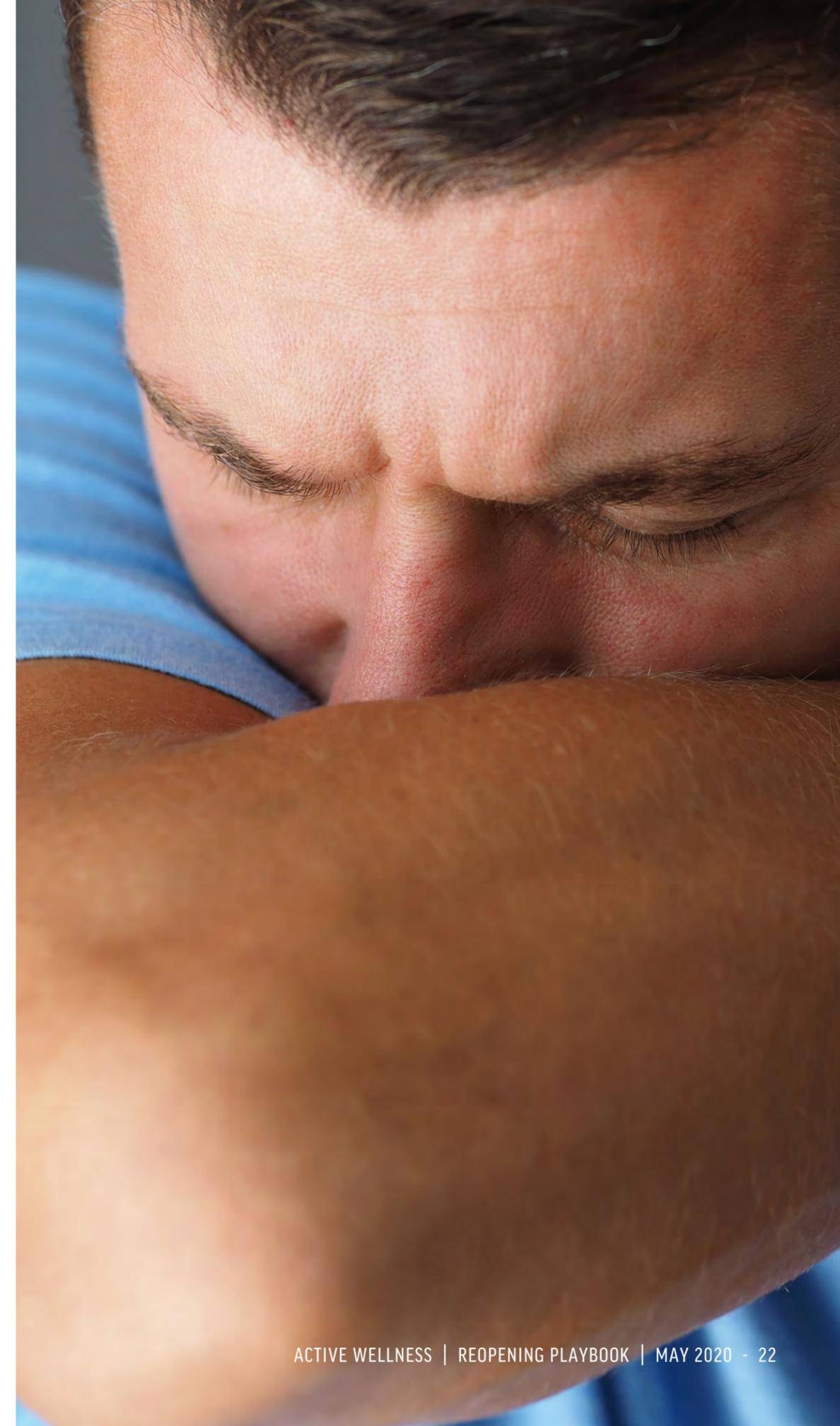
# STAYING WELL

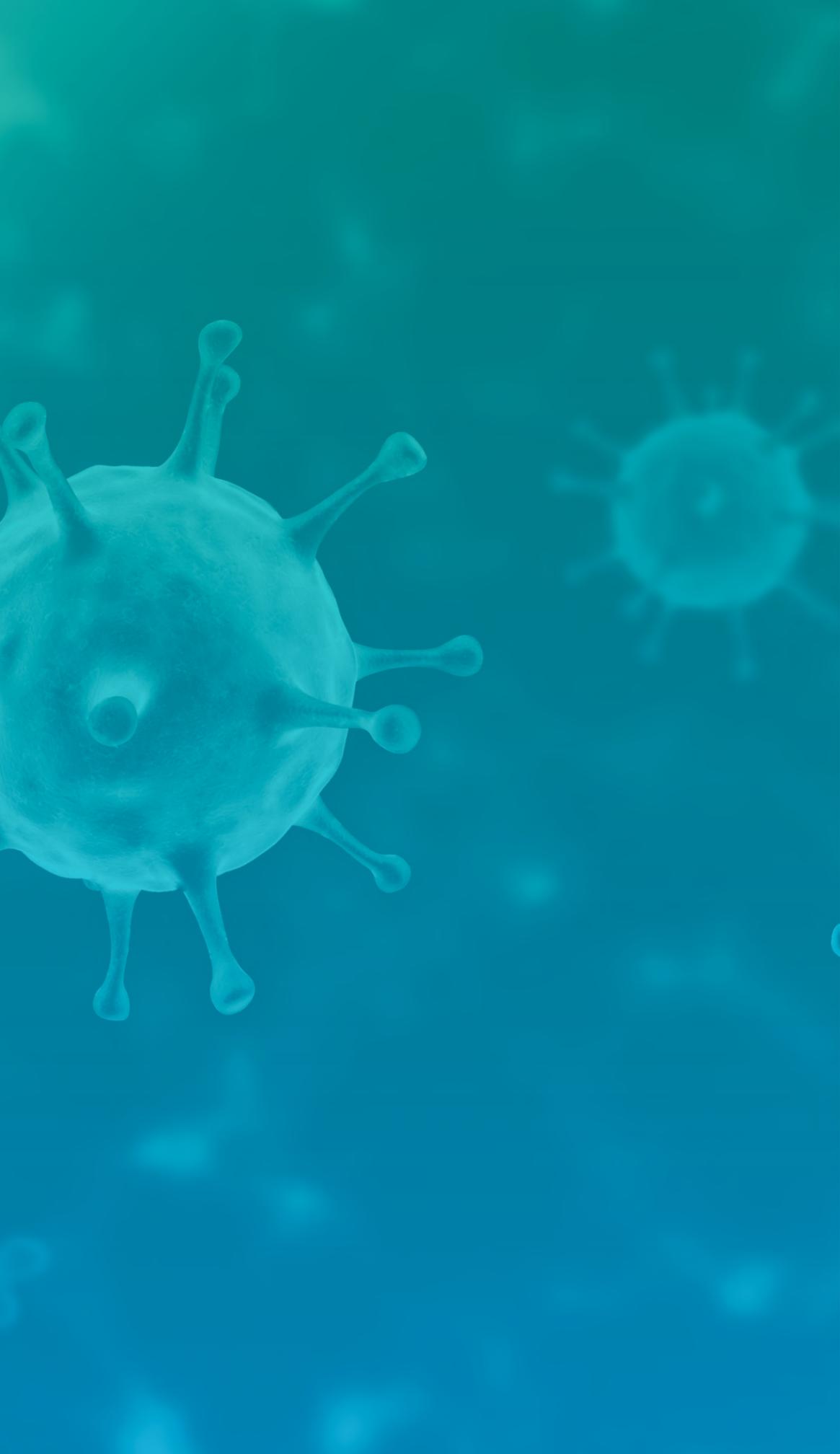
- Wash your hands often with soap and water for at least 20 seconds especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing. **(TIP: Sing the Happy Birthday song to ensure 20 seconds of washing)**, Remember to clean the 'webs' between fingers and thumbs. Be sure to scrub under your fingernails, if possible. Use paper towels to dry instead of jet dryers.
- Engage in no-contact greetings. Avoid shaking hands, as well as high fives and touching the hands of others.
- If soap and water are not readily available, use an alcohol based hand sanitizer with at least 60% alcohol. Always wash hands with soap and water if your hands are visibly dirty.
- Avoid touching your eyes, nose, and mouth with unwashed hands as these are pathways for the spread of germs.
- Avoid close contact with people who are sick.



# STAYING WELL

- Stay home when you are sick for at least 24 hours after you no longer have a fever (a fever is an oral temperature of 100.4° or higher) without the use of fever-reducing medicine.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash. Afterwards, wash your hands.
- Clean and disinfect frequently touched objects (such as computer keyboards, office phones and cell phones) and surfaces using a regular household cleaning spray or wipe.
- If you are ill with fever and other symptoms of flu (like coughs and a sore throat), stay home, and see a doctor, especially if you have recently been in a region impacted by COVID-19, or think you may have had contact with someone with COVID-19.
- If you are well but have a sick person with COVID-19 at home, please notify your supervisor and Human Resources before coming to work.





# CONFIRMED CASE OF COVID-19... NOW WHAT?

- If you are aware of a staff member or member that has tested positive for COVID-19, reach out to your Regional Manager and Human Resources immediately.
- Active Wellness will contact the local Department of Public Health
- If the Department of Public Health contacts you about an employee or member being diagnosed with COVID-19, please contact your Regional Manager and HR immediately. Please remember that medical information on employees is to be kept strictly confidential.
- If a member or employee tests positive for COVID-19 ensure the club has been completely disinfected since their last visit. Complete an intake form to determine the level of exposure to all staff and members over the two week period since they tested positive. Ask them to quarantine for 14-days after they are tested or exposed to COVID-19.

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