

# ONE TO ONE — FITNESS —

## Reopening Protocols

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## Reopening Phases

One to One Fitness Center will reopen in two distinct phases. Phase 1 will begin on Wednesday, June 10. Our Phase 2 start date is yet to be determined and will be based on the success of Phase 1 and in accordance with university, state and national guidelines.

- **Phase 1:** Informal recreation, with access to equipment and personal training by members only.
- **Phase 2:** Return of basic locker room and shower amenities, other programs, services and amenities and guests.

There is nothing more important than the health and safety of our members and staff. Many of these reopening protocols are temporary and will be amended when it is determined safe to do so.

## Hours of Operation

One to One's temporary hours of operation will be:

- Monday - Friday: 5:30 a.m. - 8 p.m.
- Saturday - Sunday: 8 a.m. - 7 p.m.

## Liability Waiver

All members are be required to sign an updated membership agreement and liability waiver upon reentry. You can request an electronic version to be sent to your email, or complete one on your first visit back to the facility. [Email us](#) to request an online waiver.

## Capacity and Time Limitations

Under current guidelines in Phase 1, One to One Fitness capacity is 140 members in the facility at one time. Exercise equipment has been spaced out or temporarily placed out of order to maintain social distancing and limit the number of people in each area of the facility. Signage will also be posted where necessary.

Our member management software will monitor facility capacity. All members are required to check in and out of the facility (this is new) using their membership cards. If we are at capacity, members will be required to wait outside until someone else leaves the facility before entering.

Members should limit their time at the facility to 60 minutes per visit, per day. Our software system will monitor the length and this time will strictly be enforced if members are waiting to enter.

## **Membership Dues**

One to One memberships will be reactivated using an opt-in method for June, 2020. Opt in (reactivate your membership) by clicking [here](#) or [email us](#).

All memberships will be reactivated effective July 1, 2020. [Contact us](#) if you wish to take a leave of absence for the month of July on or before June 20, 2020.

## **Health Screenings**

All members are required to self-assess for COVID-19 signs and symptoms before entering the facility and will be asked to confirm that they are symptom-free before entry. If you exhibit any of the following signs, you should not come to the facility:

- Recent exposure to someone diagnosed or suspected of having COVID-19
- Temperature of 100 degrees Fahrenheit or higher
- Cough, shortness of breath or difficulty breathing
- Two or more of the following: fever, chills, repeated shaking with chills, muscle pain, headaches, sore throat, new loss of taste or smell

Any individual who develops or displays symptoms while at the facility will be asked to leave immediately. We understand symptoms of allergies may include coughing and sneezing. If these symptoms cause other members or staff to feel unsafe or uncomfortable, a member may be asked to leave.

If a member has been diagnosed with COVID-19 or been exposed to someone who has tested positive or thinks they may be positive, they should immediately disclose that information to One to One Fitness. The University's Health Services department will be contacted about all suspected cases or exposures.

## **Personal Protective Equipment (PPE)**

All members are required to wear a mask or face covering in the lobby. Members entering without a mask or face covering can purchase one at the front desk. Those without a mask or face covering will not be permitted to enter.

Masks or face coverings are encouraged on the exercise floor and when moving throughout the facility.

Using a mask or face covering during exercise is encouraged when safe to do so, but cautioned based on the level of activity and the health of the member.

If spotting another member, a mask or face covering must be worn by the spotter.

## **Proper Hygiene**

Members must thoroughly wash or disinfect their hands before entering the exercise floor. Members must thoroughly wash their hands after using the restroom.

Members should regularly disinfect their hands while on the exercise floor using the CDC-approved hand sanitizer provided.

Cough or sneeze into your elbow, turning away from others. Wash or disinfect your hands after coughing, sneezing or blowing one's nose.

Members should avoid touching their face, mouth, nose or eyes.

All clothes worn during exercise must be taken home and washed after every use.

Scrubs are not permitted in the facility, including the lobby.

## **Social Distancing**

Throughout the entire facility, all members should remain six or more feet apart where possible. Signage has been placed throughout to assist with this directive.

In areas where traffic is inevitable (hallways, stairways, restrooms, etc.), members should wait and communicate when it is safe to proceed with proper distancing.

Equipment that has been marked out of order to help with social distancing cannot be used under any circumstance. Members should be aware of others exercising and do their best to choose equipment that is the farthest away from others (beyond six feet when possible).

For those working with a trainer, maintain a six foot social distance except when instruction requires close interaction with the trainer for safety.

Partners exercising together and sharing equipment must maintain a group segmentation from others exercising. If spotting a partner, the spotter must wear a mask or face covering.

## **Member Check-in and Check-out**

Plexiglass shields have been installed to help protect our front line workers. Maintain a minimum of six feet between members in the lobby. This may mean you have to wait outside until another member exits the facility.

Upon arrival, you will scan your own ID at the front desk, confirm that you are not experiencing any COVID-19 symptoms and wait to proceed into the facility until cleared by desk staff.

To expedite the check-in process and limit the number of people in the lobby, please:

- Arrive with your membership card and parking ticket in hand and ready to present (all members must have their One to One Membership ID to enter the facility)
- Please make purchases using our [MYiCLUB online portal](#), when able. [Click here](#) for instructions on how to register for MYiCLUB
- Call 216-368-1121 or [email](#) with membership, personal training or other questions or concerns when possible

When leaving, you will scan your membership card again so that our software can accurately monitor our capacity. All members are required to check out when leaving.

Members are strongly encouraged to bring their own towel. Towels will be available if needed and are stored in a covered, sanitized container.

## **Locker Rooms**

Per university guidelines, locker rooms and showers will not be open in Phase 1. Restrooms will be available. Members should arrive at the gym in workout clothes and limit personal items and bags brought into the facility to help keep our exercise areas as clear as possible.

In accordance with state guidelines, saunas will remain closed at this time.

## **Exercise Floor / Equipment Use**

Cardiovascular, machine weight, free weight, and functional training equipment are available for use during Phase 1.

Members should remain six or more feet apart on the exercise floor at all times. Signage has been placed throughout to assist with this directive. Equipment that has been marked out of order to help with social distancing cannot be used under any circumstance.

Members should be aware and considerate of others exercising. Always choose equipment that is the farthest away from others (beyond six feet) when possible.

In areas where traffic is inevitable (hallways, stairways, doorways, walkways, areas of the free weight room, etc.), members should wait and communicate when it is safe to proceed with proper distancing.

Partners exercising together and sharing equipment must maintain a group segmentation from others exercising. If spotting a partner, the spotter must wear a mask or face covering.

Smaller, shared equipment (mats, bands, rollers, etc.) have been temporarily removed. Members may bring their own small equipment.

Members are encouraged to use their own mobile device to watch during cardiovascular activity. Television remotes have temporarily been removed. See a staff member to change a channel.

Cell phones should not be used on machine and free weight equipment. You should not sit on / tie up equipment for a prolonged period.

## **Cleaning Policies**

Cleaning solutions used in our facility comply with CDC guidelines and EPA recommendations.

One to One staff will disinfect the equipment and facility regularly following strict procedures and scheduling.

Members should always properly and thoroughly wipe down their equipment before and after use using the disinfectant wipes or disinfectant spray provided throughout the facility.

Using disinfectant wipes:

- Wipe down the handles, upholstery and any contact points (areas you touch)
- Make sure these areas remain wet for a prolonged period in order to be effective
- Discard wipes in the bins provided

Using disinfectant spray and microfiber towels:

- NEVER spray equipment directly, which can damage equipment. ALWAYS spray the towel directly, and then wipe equipment using the towel
- Use enough spray on the towel for the area to remain wet for a prolonged period in order to be effective
- Wipe down the handles, upholstery and any contact points (areas you touch)
- Use one microfiber towel for each piece of equipment and discard the towel in one of the designated laundry bins
- Microfiber towels will be available at the front desk and throughout the facility
- Never use a workout towel to wipe down equipment

## **Water Fountains**

Per state requirements, all water fountains are to be disabled. Members are strongly encouraged to bring their own water bottles.

Manual refilling stations will still be available, though they must be disinfected before and after use. Disinfectant will be provided and must be used properly.

Bottled water and One to One reusable water bottles are also available at the front desk or juice bar.

## **Recovery Zone Juice Bar**

The Recovery Zone Juice Bar is open according to state guidelines for restaurants. Plexiglas shields have been added for the protection of our front line staff.

All self-serve refreshments have been discontinued (complimentary coffee, tea and hot chocolate). These items will still be available for sale from the juice bar.

Members are strongly encouraged to use Grubhub for online ordering, offering no wait, touchless transactions.

## **Personal Training**

Personal training sessions will resume at the facility and will also still be available online.

Please maintain a six foot social distance except when instruction requires close interaction with the trainer for safety.

Members will be encouraged to retrieve, clean and put back their own equipment when possible. Members may choose to also continue their personal training sessions virtually/online.

## **Group Exercise Classes**

Group exercise classes will remain virtual at this time. Classes are included at no additional charge with (reactivated) memberships. If you choose to not restart your membership but wish to partake in our online classes, you can purchase a drop-in, 10-pack and/or virtual membership. Learn more [here](#).

We will also offer special, pop-up outdoor classes when able.

## **Other Programs and Services**

Other services and classes including Pilates Reformer, Massage Therapy, most small group training, etc., will resume at a future date.



## **Lost and Found**

Per state requirements, all lost and found collections are to be eliminated. Any items left behind at the end of the day will be discarded.

## **Guests**

Guests are currently not permitted as part of Phase 1 of our reopening plan. Details will be provided regarding guests in the future.

New members are welcome.

## **Employee Readiness**

Employees will complete daily health screenings. Those who are symptomatic will not be permitted to work.

All employees will wear masks or facial coverings at all times and gloves where applicable. Employees are required to wash and disinfect their hands thoroughly and often. Employees must wash their uniforms on a daily basis.

All staff will receive training on COVID-19 prevention. This training includes, but is not limited to, the proper use of cleaning products and the proper laundering techniques, use of personal protective gear and how to handle potentially contaminated situations.

## **Facility Readiness**

Signage has been posted throughout the facility with additional guidance for all members. If a member has a question, they should not hesitate to ask a staff member for assistance, while maintaining appropriate social distancing.

Hand sanitizer is available throughout the facility. All high touch point surfaces (doors, counters, light switches, handrails, etc.) will be cleaned regularly by staff, in addition to deep cleaning of all areas.

Our HVAC system is to code for both air filtration and outside air exchange. Overhead fans will not be used. Exterior doors and windows will be opened when possible and should only be adjusted by a staff member.

## **Member Conduct**

Members are expected to follow the set protocols and maintain professional, courteous interactions and behavior with other members and staff.

Members are not to approach other members about perceived, potential or obvious violations of these new policies and procedures. Please contact a staff member immediately (with proper social distancing) to assess and assist with the situation.

One to One Fitness reserves the right to suspend or terminate membership privileges at any time for not following stated health and safety guidelines or for conduct deemed inappropriate.

## **Contact Us!**

We are here for you. Call us at 216-368-1121 or email [onetooone@case.edu](mailto:onetooone@case.edu) anytime!

We have always prided ourselves on providing the most personal service. However, at this time we need to prioritize the health and safety of our staff and members.

When possible, we request that all questions and comments are submitted through email or phone, or we can set up a Zoom session. Access to the front office, behind the trainers' desk, the assessment room and other areas as indicated is restricted to staff only. Additionally, we need to keep the lobby area as clear as possible due to social distancing and capacity limitations.