

ONE TO ONE — FITNESS —

COVID-19 Operating Protocols

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32-Years of Putting Your Safety First!

One to One Fitness Center has a 32-reputation for being the most professional, personal, friendly and clean fitness facility around.

There is nothing more important than the health and safety of our members and staff. We continue to work with CWRU medical, health and safety experts and an independent infectious disease consultant from the Cleveland Clinic to ensure the safest environment for our members and staff.

Many of these protocols are temporary and will be amended when it is determined safe to do so.

Hours of Operation

One to One's hours of operation are currently:

- Monday - Friday: 5:30 a.m. - 10 p.m.
- Saturday - Sunday: 8 a.m. - 9 p.m.

**hours are subject to change based on usage*

Liability Waiver

All members are required to sign an updated membership agreement and liability waiver on their first visit after re-opening in June 2020. 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, One to One Fitness Center's capacity is 140 members. As of October 2020, we have not exceeded 20% of this COVID capacity. There is plenty of room and social distancing available with our large facility.

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 using their membership cards.

Members should limit their time at the facility to 90 minutes per visit, per day. Our software system will monitor your time in the facility.

Self-Assessment / Health Screenings

All members are required to self-assess for COVID-19 signs and symptoms before entering the facility. You will be asked to confirm that you are symptom-free before entry on every visit.

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.

Again, please do not come to the facility if you or someone you know is exhibiting symptoms. Our continued operations depend on it!

Personal Protective Equipment (PPE)

*This is subject to change based on state, local and campus guidelines, as well as COVID-19 active in our area.

Effective 11/1/20: All members are required to wear a mask or facial covering inside One to One Fitness. Exceptions are only:

- When actively exercising on cardiovascular equipment at a near-maximal effort.
 - Maximal effort = elevated heart rate, sweating, heavy breathing. It is difficult to carry on a conversation at this level of effort.
- In the showers (but required when entering/exiting the shower area).

Masks are required in all other locations of the facility, including but not limited to the lobby, machine weight and functional training areas, free weight room, track area, locker rooms, etc.

Members should contact their physician with any health concerns and should monitor their health and safety closely while exercising.

Private fitness rooms are available to rent for as little as \$3 per visit. Masks are not required within these rooms. [Learn more](#).

Rooms include:

- Trainer's studio: Equipped with racks, benches, barbells, kettlebells, slam & medicine balls, battle rope, TRX, pull up bars, heavy bags and a spin bike.
- Cardio Room: Equipped with a Precor treadmill and Keiser spin bike.
- Fitness Studio: A large room with wood floors and mirrors. Perfect for dance, martial arts and body weight exercises.

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 (well 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.

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. Additional information will also be provided as necessary.

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)

- Do not wear headphones or be engaged on your phone when in the lobby.
- Please make purchases using our [MYiCLUB online portal](#) or Grubhub 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 should bring their own towel. Towels will be available if you forget and are stored in a covered, sanitized container. Please help our staff limit their contact with used towels!

Locker Rooms

Lockers and showers are open with occupancy and amenity limitations. Lockers are now equipped with keypad locks. You will enter a 4-digit code of your choice to lock and unlock the locker. Wipes are provided to clean your locker and keypad before and after use.

Showers will be cleaned between every user. Users are required to bring their own bath towel. Please limit shower use when possible. Shower/shampoo is provided, but all other amenities will not be available at this time (hair dryers, shaving cream, razors, hairspray, deodorant, etc.)

Masks/facial coverings are required in all areas of the locker room except for the showers.

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.

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 (well 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.

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 should bring their own water bottles. Automatic water bottle fillers are available.

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

In-person, outdoor and virtual personal training is available.

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 are held both outdoors and virtually. 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](#).

Other Programs and Services

Other services and classes including Pilates Reformer, Massage Therapy, most small group training, etc., are available as able. Please call or visit our website for more information.

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

Only guest with a CWRU ID are currently permitted. New members are welcome. This policy is subject to change, visit our website or call for the most updated information.

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 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.

All policies, guidelines and procedures are subject to change based on facility, university, city, state and federal guidelines. Those changes may not be posted. Always ask for the most updated information at the front desk.