



Strengthening **FITNESS & SPA** Insurance

Guidelines for Reopening Clubs*

As many clubs prepare to open once again after state shut-down mandates, it is imperative to have action plans in place to mitigate risk and to work to alleviate the uneasiness that many members may have.

Remember, while everyone is anxious to return to work and normal activities, both members and employees will have different comfort and fear levels in doing so. This is a time when gyms can differentiate themselves for the care they take to ensure member and employee safety while facilitating a positive member experience within new guidelines. Those gyms that proactively demonstrate increased measures to keep members safe will thrive in the new environment

Engaging employees in this process of walk-through evaluations will empower them and provide insight into their daily areas of concern that may not otherwise come to light.

CLEANING AND DISINFECTING

This needs to be front-facing so members can "see and feel" the cleaning. This could involve any or all of the following procedures:

- Designate shut down times 1-2 times a day after/before peak times for a deep cleaning
- Increase staff on the floor monitoring and assisting in cleaning
- Plan cleaning and disinfection specifically to each area (how you clean the free weight benches and cardio area will be different than the lobby, locker room, child watch, etc.)
- Communicate to members about the importance and details of your protocols. This can be done in email to members, signage, etc.
- Explore new sanitation vendors and means of cleaning (UV light etc.)

INGRESS / EGRESS

- Experiment with various new door systems, including automatic, elbow or foot opening capabilities, etc. There are some areas where doors that once were closed may be able to be left open.
- Front desk/check in: Determine if you need to reconfigure this process so it does not create a log-jam of people close together, and go to no-touch check-in (i.e., let members scan their key tag and no cash payment policy.)

- Take temperatures of people coming in, and consider designating an area away from the front desk to prevent log-jams.
- Consider restricting the number of people in the club at one time. Possible protocols are sign-ups for time slots, etc., perhaps leveraging a POS vendor's capabilities in this manner.
- Communicate all these changes to members in advance of re-opening and through on-site signage.

SOCIAL DISTANCING

- Assess the need to move equipment out/re-arrange to make sure members can keep a 6-10 foot distance.
- Group exercise: Limit class sizes so members can spread out safely, perhaps placing Xs on the floor, etc.
- Develop a "soft-opening" or "phased" approach. Are there areas of the club that they may not open until you get to phase 2-3 etc.? (i.e., locker rooms, etc.)
- Plan for distancing in areas where it might not be easy, such as locker rooms, restrooms/toilets, sinks, etc.

MEMBER COMMUNICATION

- Communicate to members effectively with any changes to your facility's accessibility and hours, cleaning expectations, social distancing expectations, etc.
- Prepare for communication and protocols that address issues with members who have concerns, such as members who report another member sneezing, not distancing or not cleaning. Determine who should handle these situations and consider role playing or using scripts, FAQs, etc.

EMPLOYEES

- Train returning staff and new hires on any new protocols in all aspects of operation.
- Review options for on-line training components.
- Develop protocols for taking temperatures when arriving at work.
- Strictly enforce protocols for sending people home, staying home with symptoms and proper return-to-work procedures.
- Alleviate employee concerns and assure them their safety is your top concern, too, by emphasizing and enforcing protocols for hand sanitizer availability, use of masks and gloves, and where to go for help.

Additional Guidance for Businesses and Workplaces is Available through the CDC www.cdc.gov/coronavirus/2019-ncov/community/organizations/businesses-employers.html

* These guidelines are for informational purposes only and should not be construed as legal advice on any subject matter and do not supersede any local or state jurisdiction. Please consult your municipality for specific reopening guidelines.