

# **In-Shape Health Clubs**

## **Club Reopening Guidelines**

## OVERVIEW

On March 19, 2020, the State Public Health Officer and Director of the California Department of Public Health issued an order requiring most Californians to stay at home to disrupt the spread of COVID-19 among the population. ([N-33-20](#))

The impact of COVID-19 on the health of Californians is not yet fully known. Reported illness ranges from very mild (some people have no symptoms) to severe illness that may result in death. Certain groups, including people aged 65 or older and those with serious underlying medical conditions, such as heart or lung disease or diabetes, are at higher risk of hospitalization and serious complications. Transmission is most likely when people are in close contact with an infected person, even if that person does not have any symptoms or has not yet developed symptoms.

Precise information about the number and rates of COVID-19 by industry or occupational groups, including among critical infrastructure workers, is not available at this time. There have been multiple outbreaks in a range of workplaces, indicating that workers are at risk of acquiring or transmitting COVID-19 infection. Examples of these workplaces include long-term care facilities, prisons, food production, warehouses, meat processing plants, and grocery stores.

As stay-at-home orders are modified, it is essential that all possible steps be taken to ensure the safety of workers and the public.

Key prevention practices include:

- ✓ comprehensive instructions educating members and employees about the prevention measures,
- ✓ physical distancing (the maximum extent possible but not less than 6 feet),
- ✓ use of face coverings by employees (where respiratory protection is not required) and encouragement of members to use face coverings as well to the maximum extent possible,
- ✓ frequent handwashing
- ✓ regular and constant cleaning and disinfection of equipment, floors, and overall facility
- ✓ providing hand sanitizing stations for members and employees throughout the facility

In addition, it will be critical to have in place appropriate processes to identify new cases of illness in workplaces and, when they are identified, to intervene quickly and work with public health authorities to halt the spread of the virus.

## PURPOSE

As In-Shape Health Clubs prepared to resume operations in California in the aftermath of COVID-19, we evaluated best practices and operational protocols across multiple industries. We combined key learnings and research, new technology and CDC recommended procedures to create new operational protocols that follow the CA COVID-19 Industry Guidance: Fitness Facilities and Medical Fitness Association practices for safe physical distancing and support a safe, clean environment for team members and members. The guidance is not intended to revoke or repeal any employee rights, either statutory, regulatory or collectively bargained, and is not exhaustive, as it does not include county health orders, nor is it a substitute for any existing safety and health-related regulatory requirements such as those of Cal/OSHA.

Staying current on changes to public health guidance and state/local orders as the COVID-19 situation continues. Cal/OSHA has more comprehensive guidance on their Cal/OSHA Interim General Guidelines on Protecting Workers from COVID-19 webpage.

<https://www.dir.ca.gov/dosh/coronavirus/General-Industry.html>

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## 1. WORKPLACE SPECIFIC PLAN

- Establish a written, worksite-specific COVID-19 prevention plan at every location, perform a comprehensive risk assessment of all work areas, designate the general manager at each establishment as the team member responsible to implement the plan and follow up on a daily basis.
- Identify contact information for the local health department where the fitness facility is located for communicating information about COVID-19 outbreaks among employees or members.
- Utilize technology that provides local health department member and employee information for tracing should an COVID 19 incident occur.
- Train and communicate with employees and employee representatives on the plan.
- Regularly evaluate the establishment for compliance with the plan and document and correct deficiencies identified.
- Investigate any COVID-19 illness and determine if any work-related factors could have contributed to risk of infection. Update the plan as needed to prevent further cases.
- Identify close contacts (within six feet for 15 minutes or more) of an infected employee and take steps to isolate COVID-19 positive employee(s) and close contacts.
- Adhere to the guidelines below. Failure to do so could result in workplace illnesses that may cause operations to be temporarily closed or limited.

## 2. BEST PRACTICES TO PREPARE HEALTH CLUB FOR REOPENING

- **MEMBER CONTACT(s):** The use of signage and electronic messages should be used to identify appropriate team member or customer contact(s) including phone numbers and/or office numbers.
- **PHYSICAL DISTANCING:** The physical layout in all aspects of the gym/studio operations must allow for physical distancing between members, guests and team members and a 15-foot rule between members, guests and team members in areas such as group exercise, free weights, selectorized equipment and locker rooms. Use of signage, whether physical or digital, and/or floor markings to help members/guests comply with physical distancing guidelines.
- **TEAM MEMBER GUIDELINES/POLICIES:** Prepare a written COVID-19 policy that is provided to each team member to ensure consistent practices. Preferred delivery method is electronically.
- **MEMBER GUIDELINES/POLICIES:** Prepare a written COVID-19 policy that is provided to each member.
- **EDUCATION:** Display posters of hand hygiene, infection control and other preventive strategies at different and important locations around all areas of the facility.

### 3. TEAM MEMBER WELLNESS: TOPICS FOR TEAM MEMBER TRAINING

- Information on COVID-19, how to prevent it from spreading, and which underlying health conditions may make individuals more susceptible to contracting the virus.
- Self-screening at home, including temperature and/or symptom checks using CDC guidelines.
- Emphasize the importance of not coming to work if team members have a frequent cough, fever, difficulty breathing, chills, muscle pain, headache, sore throat, recent loss of taste or smell, or if they or someone they live with have been diagnosed with COVID-19.
- To seek medical attention if their symptoms become severe, including persistent pain or pressure in the chest, confusion, or bluish lips or face. Updates and further details are available on CDC's webpage.
- The importance of frequent handwashing with soap and water, including scrubbing with soap for 20 seconds (or using hand sanitizer with at least 60% ethanol or 70% isopropanol when team members cannot get to a sink or handwashing station, per CDC guidelines).
- The importance of physical distancing, both at work and during non-work time (see Physical Distancing section below).
- Education on the proper use of face coverings, including:
  - Face coverings do not protect the wearer and are not personal protective equipment (PPE).
  - Face coverings can help protect people near the wearer, but do not replace the need for physical distancing and frequent handwashing.
  - Team members should wash or sanitize hands before and after using or adjusting face coverings.
  - Avoid touching the eyes, nose, and mouth.
  - Face coverings should be washed after each shift.
- Information on employer or government-sponsored leave benefits the team member may be entitled to receive that would make it financially easier to stay at home. See additional information on government programs supporting sick leave and worker's compensation for COVID-19 <https://www.labor.ca.gov/coronavirus2019/#chart> , including employee's sick leave rights under the Families First Coronavirus Response Act <https://www.dol.gov/agencies/whd/pandemic/ffcra-employee-paid-leave> and the Governor's Executive Order N-51-20 <https://www.gov.ca.gov/wp-content/uploads/2020/04/4.16.20-EO-N-51-20.pdf> , and employee's rights to workers' compensation benefits and presumption of the work-relatedness of COVID-19 pursuant to the Governor's Executive order N-62-20 <https://www.gov.ca.gov/wp-content/uploads/2020/05/5.6.20-EO-N-62-20-text.pdf> .

#### 4. TEAM MEMBER WELLNESS: INDIVIDUAL CONTROL MEASURES & SCREENING

- Provide thermal temperature checks and/or symptom screenings for all team members at the beginning of their shift and any vendors, contractors, or other workers entering the establishment.
  - Make sure the temperature/symptom screener avoids close contact with workers to the extent possible and wears additional PPE of N-95 mask, gloves and safety glasses.
  - Both screeners and employees should wear face coverings for the screening.
  - If a team member has a temperature greater than 100.4 degrees, or does not pass the COVID-19 screening questions, the team member will not be allowed in the facility and will be sent home.
- Encourage self-screening at home to eliminate the need for symptomatic team members reporting to their work shift. Provide call-in option for those team members unable to report due to COVID-19 symptoms. Follow CDC guidelines, as described in the Topics for Employee Training section above.
- Encourage team members who are sick or exhibiting symptoms of COVID-19 to stay home.
- Provide and ensure team members use all required protective equipment, including face coverings, eye protection and gloves where necessary.
- Face coverings are required for all team members while working at all times. Team members should have face coverings available and wear them when at work, in offices, or in a vehicle during work-related travel with others. Face coverings must not be shared.
- Consider where disposable glove use may be helpful to supplement frequent handwashing or use of hand sanitizer; examples are for team members who are screening others for symptoms or handling commonly touched items. Team members should wear gloves when handling items contaminated by body fluids and wash hands for 20 seconds before and after putting gloves on.
- Team members handling items used by members (equipment), cleaning the facility, and handling trash bags must use disposable gloves and wash hands before putting them on and after removing them.
- If team members share equipment such as microphones or headsets, any such items must be sanitized between shifts or any time it is passed from one team member to another.
- Hand sanitizer effective against COVID-19, shall be available to all team members at the front counter, in breakrooms, in exercise rooms, in offices and in bathrooms.
- Disinfectant supplies available to all team members at the welcome desk, in breakrooms, in exercise rooms, in offices and in bathrooms.
- Breakrooms to adhere to physical distancing and only one team member at a time.

## 5. MEMBER WELLNESS: INDIVIDUAL CONTROL MEASURES & SCREENING

- Promote daily practice of everyday actions including frequent handwashing for at least 20 seconds, physical distancing (See Physical Distancing Section), touchless interactions with staff.
- Mandate members who are sick or exhibiting symptoms of COVID-19 to stay home.
- Members and guests to be thermal temperature screened upon arrival and not admitted with temperature at 100.4 degrees or above.
- If indoors, members must always wear face coverings. When outdoors, face coverings are recommended though not required, as long as members, guests and team members are able to maintain a distance of at least 6 feet from others.
- Utilize the reservation system to track and confirm that members or someone in their household is not exhibiting any COVID-19 symptoms.
- Members to use hand sanitizer or wash hands when entering the facility. Hand sanitizer effective against COVID-19, is made available to all members at the entrance of the facility, front counter, in exercise rooms, and in bathrooms.
- Ask members to wipe equipment before and after use.
- Provide touchless transactions, including check in. All transactions to be done via digital payment, app, or member accounts. No cash. If credit card is used, member is required to swipe their own card.
- Locker rooms and bathrooms available with partitions in place or signs have been posted to specify physical distancing requirements.
- If mats or shoes required for exercise, members must provide their own.
- Display clearly visible rules for members at the facility entrance that are to be a condition of entry. The rules include instructions to stay home if exhibiting symptoms of COVID-19, to use hand sanitizer and wash hands frequently, to maintain physical distance, to wear a mask at all times inside the facility, and to wipe equipment before and after workout.
- Display signage throughout the facility with safety guidelines including instructions to use hand sanitizer, to wash hands frequently, to maintain physical distance, to wear a mask at all times inside the facility, and to wipe equipment before and after workout.
- Frequent communication, both verbal and electronic, to members on safety guidelines.
- Offer virtual fitness classes for persons at higher risk for COVID-19.

## 6. PHYSICAL DISTANCING GUIDELINES

- Limit the number of members that may be inside the facility at one time. The amount is determined by the square footage of the building and/or rooms in which classes are being conducted. Each club to be provided club mapping with quantities listed.
- Develop a capacity plan that supports physical distancing monitoring and limits the number of members in the facility at a given time. Use online based reservation system and develop a system of tracking inside each club to enforce physical distancing standards and prevent over occupancy in any one area.
- In studios, limit fitness class size to enable physical distancing (ensure 15 feet of separation) and provide clear markers. Utilize outdoor fitness space where and when feasible to help maintain physical distancing.
- Limit exercise equipment stations to adhere with physical distancing standards. If equipment cannot be staggered or moved to facilitate physical distancing it must be closed from being used. High-exertion aerobic fitness equipment should have greater distancing, or every other piece closed.
- No contact sports that involve participants coming into bodily contact/close quarters (less than 6 feet apart) or using shared equipment (e.g. basketball).
- Racquet sports allowed where physical distancing can be maintained (Pickleball, Tennis) but players must provide own equipment.
- Touchless check-in and check-out procedures, membership, and retail sales.
- Plexiglass shield/sneeze guards used between welcome desk team members and members/guests.
- Remove communal furniture and cordon off member lounge area. All waiting areas must comply with physical distancing standards of 6 feet of separation. Members must not gather before or after fitness classes.
- Staggering available lockers in locker rooms to maintain physical distancing, including visual signage.
- Outdoor Pools available by reservation only for lap swimming and household swim only with a 30 min time limit.
- Indoor Pools/Spa/Sauna/Steam Room closed in initial phase of reopening.
- Shower facilities open only when partitions and/or posted physical distancing requirements are available.
- For outdoor operations, provide shade covers and seating that ensure physical distancing. Set wet areas and group classes for reservation only to help maintain physical distancing and space all equipment and machines at least 6' feet apart. Install visual cues and signs wherever applicable.
- Kids Clubs open following CA Community Care Protocols:
  - <https://www.cdss.ca.gov/inforesources/community-care-licensing>
  - [https://www.cdss.ca.gov/Portals/9/CCLD/PINs/2020/CCP/PIN\\_20-06-CCP.pdf](https://www.cdss.ca.gov/Portals/9/CCLD/PINs/2020/CCP/PIN_20-06-CCP.pdf)

- Team members shall not congregate, and all offices, meeting areas, and breakrooms must comply with physical distancing guidelines.
- Team member meetings and trainings should be conducted virtually or in areas that allow appropriate physical distancing between team members.
- Juice bars/food areas to comply with CA COVID-19 <https://files.covid19.ca.gov/pdf/guidance-restaurants-bars.pdf>
- Water fountains closed for drinking but Touchless Bottle Fillers ok (hydration is important).
- Signage posted throughout the club reinforcing physical distancing standards and directing traffic with visual cues.

## 7. CLEANING AND DISINFECTING PROTOCOLS

- Consistent and regular cleaning, sanitizing, and disinfecting throughout the facility during all hours of operation using EPA-N List approved disinfectant <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>.
- Develop a detailed schedule and adjust/modify operating hours to provide adequate time for cleaning, sanitizing, and disinfecting throughout the day. Cleaning assignments instructed to team members during working hours as part of their job duties.
- Frequently clean high traffic areas including entrance, exit, waiting areas, locker rooms, door handles, stair railings, elevator controls, counters, toilets, handwashing areas, pin pads.
- Post a cleaning schedule for the restroom facilities and locker rooms on the entrance of the room to track hourly cleanings and so members know when they can/cannot use the restroom and/or locker room. Non-essential vanity items should be removed from locker rooms to help reduce touch points.
- Take additional steps to ensure swimming pools and shower facilities are properly cleaned and disinfected for member use, according to the CDC guidelines.
- Make as many interactions as possible touchless or available to use with personal device including check-in, time clocks, membership sales.
- Members required to wipe down all equipment (e.g. weights, machines, bars) immediately before and after each use with wipes or disinfectant provided by the facility that is included on EPA N-List approved products. Encourage members to bring their own towels and mats.
- Team members trained to use and have adequate supply of cleaners and disinfectants when scheduled to clean equipment and facility throughout operating hours.
- No towels to be handed out to members at welcome desk during initial re-opening phases.
- For any towels, cloth wipes, or other laundered items that are used for cleaning at the facility, follow CDC guidelines for those items. Ensure team members who handle dirty laundry for cleaning wear gloves.

- Ensure enough time between fitness classes to clean studios before and after classes.
- Each location is required to have a deep cleaning conducted after hours each day.
- Equip entrances and exits, exercise areas, locker rooms and other areas with proper sanitization products, including hand sanitizer and/or sanitizing wipes.
- Ensure that sanitary stations always stay operational and stocked and provide additional soap, paper towels and hand sanitizer when needed.
- Avoid sharing any equipment including phones, tablets, laptops, desks, pens and other work supplies.
- Shared equipment such as audio headsets shall be disinfected between each use.
- Increase fresh air circulation and provide an adequate quantity of fresh air exchanges for all indoor areas.
- Consider, by location, installing high efficiency air cleaners, upgrading the building's air filters to the highest efficiency possible, and making other modifications to increase the quantity of outside air and ventilation in all indoor areas.
- Develop an itemized checklist of closing and opening facility procedures after prolonged shutdown.
- Signage posted throughout the facilities reminding members of cleaning protocols and emphasizing basic infection prevention measures, including the importance of wearing face coverings and frequent handwashing.

## 8. SUPPORT CONTACT TRACING

- Record member contact information (date and time of facility use). If there is a positive COVID-19 case associated with the facility, public health officials may need the business to provide this information for contact tracing investigation.
- Check-in every member, and log team member and vendor arrivals.

## 9. CHECKLIST FOR FITNESS: WELLNESS AND PHYSICAL DISTANCING

### Signage

- Place a sign at each public entrance of the facility to inform all team members and members that they should: avoid entering the facility if they have a cough or fever; maintain a minimum six- foot distance from one another; sneeze and cough into a cloth or tissue or, if not available, into one's elbow; not shake hands or engage in any unnecessary physical contact, and wear a face covering.
- Post a copy of this Physical Distancing Protocol at each public entrance to the facility.

### Measures to Protect Employee Health

- Team members, who can carry out their work duties from home, have been directed to do so.
- All team members have been told not to come to work if sick or having COVID-19 symptoms.

- Temperature and symptom checks are being conducted before team members may enter the workspace.
- All desks or individual workstations are separated by at least six feet or have barriers.
- Break rooms, bathrooms, and other common areas are being disinfected frequently,
- Disinfectant supplies are available to all team members.
- Hand sanitizer effective against COVID-19 is available to all team members.
- Soap and water are available to all team members.
- Mandate team members and members to wear a face covering that always covers the nose and mouth when in the facility. Provide such face coverings to employees if needed.
- All team members to complete health and safety training, including new protocols associated to their role
- Copies of this Protocol has been distributed to all employees.

### **Measures to Prevent Crowds from Gathering**

- Limit the number of customers in the facility at any one time per state capacity requirements, which allows for members and team members to easily maintain the minimum of six- feet distance from one another at all times.
- Post a team member at the door to ensure that the maximum number of members in the facility set forth above is not exceeded.

### **Measures to Keep People at Physical Distancing Standards**

- Placing signs outside the facility reminding people to be at least six feet apart, including when in line.
- Placing tape or other markings at least fifteen feet apart in studios
- All team members have been instructed to maintain at least six feet distance from members and from each other.

### **Measures to Prevent Unnecessary Contact**

- Exercise equipment stations limited to those located at least 6 feet apart and if equipment cannot be moved to facility physical distancing it is blocked from being used.
- Facility meets capacity limitation
- Studios have 15ft markers for classes
- Touchless check-in

### **Measures to Increase Sanitization**

- Disinfecting wipes that are effective against COVID-19 are available throughout the facility
- Hand sanitizer, soap and water, or effective disinfectant is available at or near the entrance of the facility and anywhere else inside the facility
- Disinfecting all high-contact surfaces frequently.

Any additional measures not included here should be listed on separate pages, which the business should attach to this document.

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You may contact the following person with any questions or comments about this Protocol:

CONTACT NAME: \_\_\_\_\_ Eric Skow, Director of Risk Management (erik.skow@inshape.com) \_\_\_\_\_

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