

WELCOME BACK!

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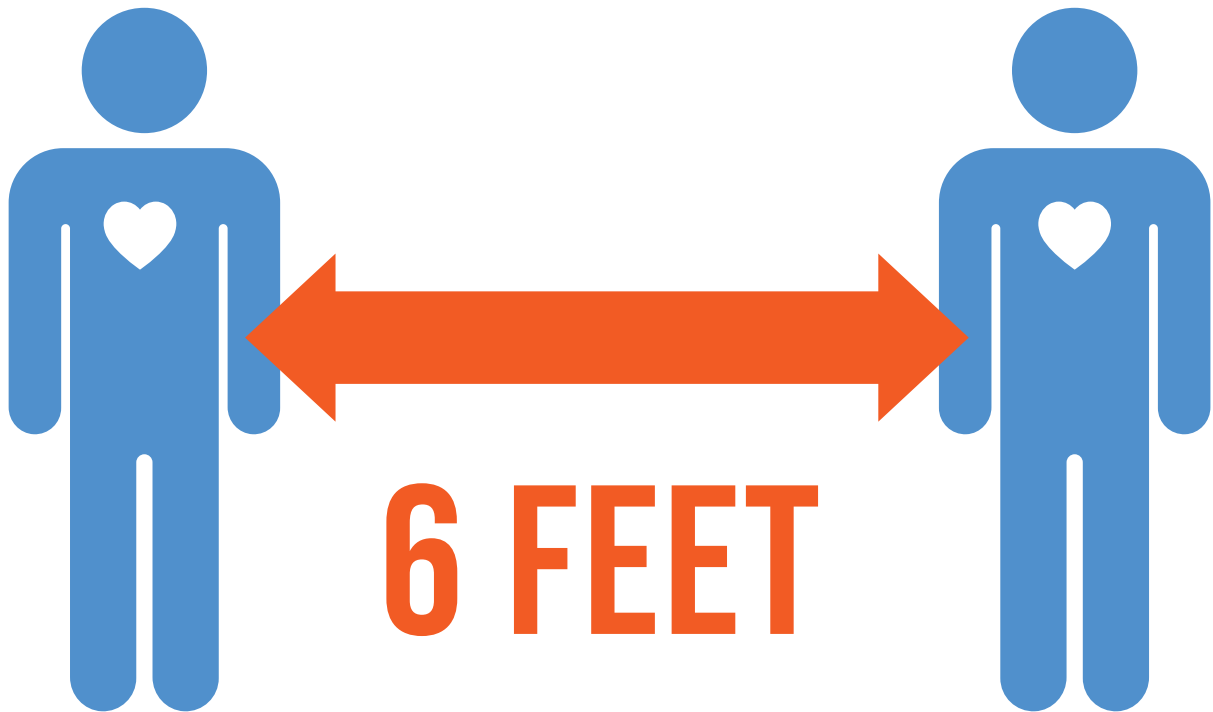
RE-OPENING GUIDE

WELCOME BACK!

CLUBS RE-OPEN **MONDAY, JUNE 15TH**

The safety of our members and staff remain our top priority. In order to keep each other safe, we all have a part to play.

If you are at an increased risk, please stay home.



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FITNESS CENTERS
Chicago Heights

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Welcome Back!

Time to Re-open and Re-ignite YOUR Health!

We are SO EXCITED to welcome you back and see your smiling faces once again! Since the day COVID-19 swept our world forcing us to temporarily close our clubs, every action we have taken has led to re-opening our doors. We are re-opening our clubs because it is as safe, clean and optimal to do so. The safety of our members, staff and community remain our top priority.

We have been busy getting our club aligned with our Governor's order and the Centers for Disease Control (CDC) guidelines regarding social distancing and capacity. We continue to follow these organizations to remain compliant in keeping you safe, knowing that we will adapt as needed if new information is provided.

In alignment with the Governor's "Back on Track" order, our club is re-opening in phases. Our three phases implement specific measures to ensure the safety and well-being of members and staff. You will feel safe with the precautions we have put in place. See the plan below.

As a medically based Fitness Center, we have the benefit of our Franciscan Alliance healthcare experts, which includes a team of infectious disease doctors, who have guided, vetted and support our re-opening regimen. In addition, we adhere closely to the guidelines set forth by the CDC and the State of Indiana.

Things will look very different to you as compared to the last time you were in the club. We're implementing a brief health screening process at the front door. Also, several areas of the club and certain services won't be available right away. Our goal is to bring these parts of the facilities and services back mindfully, keeping your safety as our top priority.

Cleaning and sanitizing is a major focus and we ask that you review our detailed plans. We all have a part to play in keeping our environment safe. Working together, we will get through this. Watch our video on some of the safety measures we are taking.

Other changes will include limited class sizes and the spacing of our equipment, all in an effort to promote social distancing.

All of these changes are necessary, so thank you in advance for your patience and understanding as we navigate this new environment together. We've written this guide for you that goes into greater detail about all that you can expect when you visit the club for the first time. It contains valuable information, so please read through it carefully.

Again, welcome!



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THE **SAFETY** OF OUR MEMBERS AND STAFF IS OUR TOP PRIORITY

FOR YOUR SAFETY AND THOSE AROUND YOU
we have taken the following steps:



Screened
members and staff

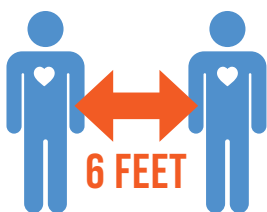


Continued
extensive cleaning



Sneeze or cough into
tissue or inside your elbow

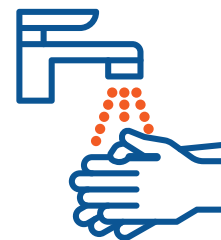
WE ASK THAT YOU HELP US
Maintain a safe environment by:



Practicing social
and physical distancing



Disinfect your equipment
before and after use



Washing and
sanitizing your hands

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Cleaning and Sanitizing

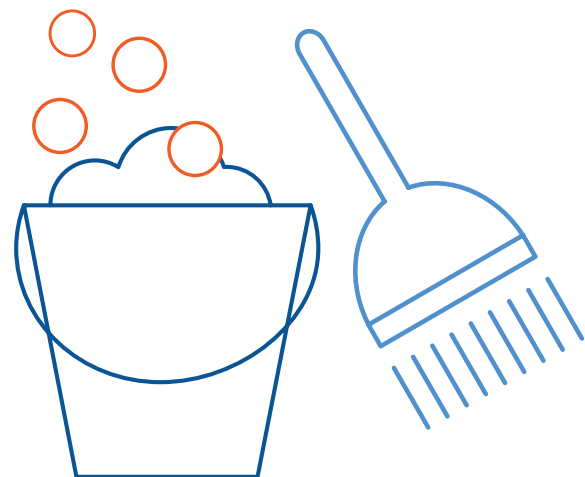
Cleanliness and sanitization have always been important to us, and that's true now more than ever.



We want you to know the steps we take to thoroughly clean and sanitize our facilities for you.

- All of our cleaning supplies have been vetted through our hospital grade infectious disease control processes.
- Each night after we close, a thorough deep clean is conducted in each building.
- We've added additional "sanitizing stations" on the fitness floors. These stations include wipes for members to wipe down any equipment they use, and hand sanitizer for personal use.
- Keeping one another safe is a shared responsibility and we now require as a condition of membership that members wipe down equipment after using it.
- We've added additional cleaning shifts throughout the day.
- We've added additional sanitizing shifts of high touch point areas in each club.
- We've added another layer of disinfectant spraying to our nightly duties, after closing.

Working together, we can all do our part to protect one another at the club. Thank you for taking that extra moment to wipe down any equipment you use!



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PHASE ONE

When the club opens it will open in Phase One with very limited operations. The following considerations will be taken in Phase One:

- We will have limited entrances, taking no-contact temperatures and screening anyone that wants to enter the building, including staff. If a temperature of 100.0 or higher; individual will be turned away.
- Members will be required to sign an additional consent form regarding using the club and associated risks.
- Members will be asked to stay tuned to all programming/scheduling adjustments.
- Both clubs will be modifying their hours to the following:
Monday-Friday 7am-9pm; Saturday - Sunday 7am-5pm
(usage will be closely monitored, hours subject to change)
- Based on the sizes of each of our divided rooms, using appropriate social distancing guidelines and industry best practices the following capacities have been established...no scheduling or reserviing at this time but plan B can be started immediately, if necessary.
Chesterton = 100 **Schererville = 200**
- Staff will be required to wear masks and members will be encouraged to wear them.
- Staff will be re-assigned to temporary positions such as usage/check-in monitor, social distancing monitors, extra cleaners and staff disinfecting.
- Enjoy touchless check-in and house charging for touchless transactions; cash will not be accepted.
- We are asking the most vulnerable members to please stay at home during this phase.
- Guests and Medical Memberships will not be allowed.
- Blood pressures will be taken only in an emergency.
- No walk-ins allowed for new memberships ...only prescreened appointments will be granted access to the club. Membership Sales hours will be:
Mon-Fri. 9am-1pm and 3pm-7pm (Schererville) and 10am-6pm (Chesterton)
- No Towel or Clothes service will be provided.
- Gym bags and excess personal belongings are not allowed.



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PHASE ONE

CONTINUED



- Café in Schererville will only be offering prepackaged items and Café seating will be limited. Café hours will be limited to: [Mon. - Fri. 8am - 4pm](#)
- Members are encouraged to bring their own water bottles. Drinking fountains will be closed and only limited bottle fillers accessible. Bottled water is always available for purchase.
- Usage will be restricted to use of the fitness equipment that is properly spaced to allow required social distancing.
- Members will be required, as always, to sanitize equipment before and after use. This will be strictly enforced by our social distancing monitors.
- Members will be asked to limit their time in the club to 60 minutes and use of each cardio piece to 30 minutes.
- Portable equipment, not easily disinfected, will be removed and unavailable for use.
- Fitness Assessments and Orientations will not be available.
- Private and Small Group Training will be available for current clients, not Team Training.
- Group Exercise, both land and aquatic, will not be offered. We will still be offering At Home Workouts on-line featuring our very own instructors and plan to expand that library, as well as Les Mills virtual at home offerings.
- Pools will open with limited capacity and a limit of 30 minutes per member.
- Locker rooms will be closed except for restroom usage; ONLY pool users will be able to use showers and change their clothes and store in designated lockers. Countertop amenities will not be provided.
- Court sports will remain closed including basketball, pickleball, volleyball and racquetball (in Schererville).
- Walking/Running tracks are closed.
- All Youth Programming is closed in accordance with K-12 guidelines through at least June 30th. This includes KIDZONE, Swim Lessons and Family Time - The Parisi Speed School will remain closed in this phase.
- Massage Services provided by appointment only with staff and client both required to be masked (Chesterton only).
- HydroMassage will be available during this phase (Schererville only).

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PHASE TWO

Phase Two follows much of the same considerations as in Phase One. The following options have been re-opened in accordance with state and local regulations:

- Entrances will still be limited, and temperatures taken, but no screening questions asked.
- Club capacities will be re-evaluated based upon regulatory guidelines.
- Locker rooms will re-open but steam rooms, dry saunas and whirlpools will remain closed.
- Members will be asked to limit their time in the club to 90 minutes.
- Group Exercise will be added back in limited capacity.
- Personal Training available for all and Team Training would be added back at 50% capacity.
- Fitness assessments and orientations would resume.
- The walking/running tracks re-open with physical distancing.
- Blood pressures can be taken for non-emergencies.
- The Parisi Speed School reopens in limited, 50% capacity.



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PHASE THREE



Phase Three allows us to resume activities as follows:

- Screening restrictions should be lifted.
- Operating hours should be back to normal, or our new normal.
- Usage capacity should be back to normal with no time restriction.
- Towel and clothing service may resume.
- Locker rooms should open with full access to all spa areas.
- Court sports should resume.
- Group exercise offerings may resume at full capacity.
- All kids activities and services evaluated based on K-12 guidelines.
- All Personal Training should resume at full capacity.
- Guests should be allowed back.
- Use of masks and PPE evaluated.
- Normal membership sales hours and marketing initiatives should resume.



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TIMELINE

Whether Stages or Phases vernacular is used, please understand that any and all precautions can be modified, retracted or moved forward, at any time at the discretion of management based on data and good sound advice. The Governor also noted that Local guidelines can, based on Indiana law, supersede State guidelines/recommendations.

The Governor's plan puts Fitness Centers opening in Stage 3. We are currently looking at re-opening June 1st, 2020, provided no setbacks. Details of each of our Phases are noted below, subject to change or modified at any time.

Federal/FHFC Guideline	State Guidelines	Estimated Timeline
• Phase One	• Stage 3	• May 22 - June-13th
• Phase Two	• Stage 4	• June 14th - July 3rd
• Phase Three	• Stage 5	• July 5th and beyond



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DO YOUR PART

General Safety Requirements for ALL – DO YOUR PART.

At home and at the Fitness Centers, we ask that YOU CONTINUE TO PRACTICE GOOD HYGIENE and SOCIAL DISTANCING:

- Wash your hands with soap and water or use hand sanitizer, especially after touching frequently used items or surfaces.
- Avoid touching your face.
- Sneeze and cough into a tissue, or inside of your elbow.
- Disinfect your equipment or any frequently used items after and before your use.
- Strongly consider using face coverings while in the Fitness Centers, as a member, to protect yourself and others. You will see that all Fitness Center Staff will be wearing masks.
- Do not come to the club with any sickness or symptoms...you will see we will be taking temperatures and screening at the door upon reopening. Please know you will be not allowed to enter if you are not willing to screen each day you choose to come to the club or do not pass the screening.
- As always, follow the advice of your medical provider.
- All vulnerable Individuals should continue to shelter in place considering others and their loved ones at home.
- When in public and at the Fitness Centers, the 6' social distance requirement is still in place.
- Please minimize your non-essential travel and adhere to CDC guidelines while outside of the club.



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When You Arrive

Checking in to the facility is going to be a little different from what you've experienced in the past, and may take a few extra minutes.

Prior to checking in with your membership keytag, you'll be asked to:

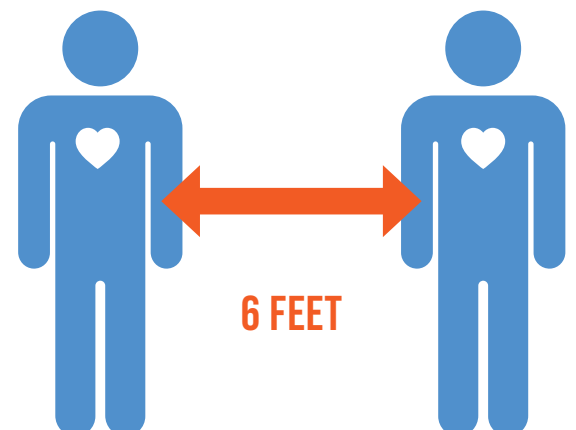
1. Verbally respond to a brief health questionnaire
2. Conduct a temperature check using a touchless infrared thermometer
3. Wear a mask, if you choose, knowing staff will be required to wear a face mask
4. Complete a consent form



What Questions are Asked on the Health Questionnaire?

We'll keep this as quick and simple as possible. You don't even have to fill out a form – we'll just verbally ask the following:

- Have you had any direct contact with a sick person who is known to have COVID-19 illness in the past 14 days?
- Have you been advised by any healthcare provider or agency to self-quarantine within the last 14 days?
- Do you have any of these symptoms?
 - Cough
 - Shortness of breath or difficulty breathing
 - Chills
 - Recent loss of taste or smell
 - Body aches
 - Headache
 - Sore throat



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At Risk Populations

Your safety is our highest priority. Following the guidelines from the CDC and the State of Indiana, we do not recommend that certain individuals return to using Franciscan Health Fitness Centers until Phase Three.

This includes:

- People over the age of 65
- Anyone at high risk for sever illness
- Individuals who are immunocompromised
- People with asthma
- People with liver disease
- See a complete list on CDC website

<https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/index.html>

If you are under the age of 65, but have any of the criteria mentioned above, please contact us and we will gladly place your membership on a freeze status as well.

Medical Memberships are not available until Phase Three



WE KNOW MEDICAL MEMBERSHIPS

Improve your health, improve your life.

60 DAYS for \$60

Clinical referral needed.

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Chesterton (219) 983-9832 Chicago Heights (708) 755-3020 Schererville (219) 865-6969

FranciscanHealthFitnessCenters.org

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Membership and Billing

About Your Membership

With the club re-opening, your membership is active again as of Monday, July 1, 2020.

If you are in any way uncomfortable or just don't feel like you're ready to come back to the club yet, that's ok. We want you to feel comfortable, safe, and ready. If you have any concerns, please reach out to our business office.

About Your Billing

Helping you fully understand how we're handling the billing of everyone's monthly dues is important to us. Here's an explanation of what we're doing, and a timeline for when these activities will occur. Of course, please reach out to our membership team if you have any questions – we're here for you.

- Closed mid-march and provided dues credit or option to forego credit
- No dues billing for April
- No dues billing for May
- No dues billing for May
- All accounts reactivated on Monday, July 1, 2020

Questions: visit FranciscanHealthFitnessCenters.org/members

Chicago Heights
708-755-3020



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FAQ SNAPSHOT

upon re-opening

Prior to coming to the Club

- Q.** What hours will the club be open?
A. *Monday-Friday 7am-9pm; Saturday-Sunday 7am-5pm (usage will be closely monitored, hours subject to change).*
- Q.** How do I find out what the club capacity is prior to arrival?
A. *We recommend that you call the club prior to arrival to inquire on capacity.*
- Q.** Will I be screened upon arrival?
A. *Yes, we will be providing temperature checks, conducting a short verbal questionnaire and will require an acknowledgement waiver.*
- Q.** Can I Bring a guest?
A. *Guests are not allowed during Phase One or Phase Two*
- Q.** Do I have to wear a mask at the fitness center?
A. *Staff will be required to wear masks and members will be encouraged to wear them.*
- Q.** Will locker rooms be open upon re-opening?
A. *Locker rooms will be closed except for restroom usage; ONLY pool users will be able to use showers and change their clothes and store in designated lockers. Countertop amenities will not be provided*
- Q.** Will pools be available upon re-opening?
A. *Pools will open with limited capacity and a limit of 30 minutes per member.*

Cleaning, Sanitation and Social Distancing Precautions Upon Re-opening

- Q.** How can I be assured that I will not contract COVID during my visit?
A. *Sadly, we cannot guarantee that you are 100% safe from contracting the COVID virus. We have taken every step possible to do our part and ask members to do their part by adhering to social distancing and cleaning equipment before and after use.*
- Q.** What measures are in place to keep members safe?
A. We have added several cleaning regimens and are reducing touch points. A few of these precautions include:
- Touchless check-in
 - All seating areas spaced for social distancing
 - No gym bags allowed
 - Equipment spaced for social distancing
 - Tracks are closed

Services

- Q.** When can I take live like Group Exercise Classes?
A. *Live classes tentatively scheduled to begin, in limited capacity, in Phase Two*
- Q.** Personal Training
A. *Private and Small Group Training will be available for current clients, not Team Training.*
- Q.** What services are closed upon re-opening?
A. *All Youth Programming is closed in accordance with K-12 guidelines through at least June 30th. This includes KIDZONE, Swim Lessons and Family Time.*

Billing

- Q.** When will my billing kick back in?
A. *Your billing will begin Wednesday, July 1, 2020*

Questions? Visit FranciscanHealthFitnessCenters.org or call us: 708.755.3020

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