

# WELCOME BACK!

Working together for the greater good.



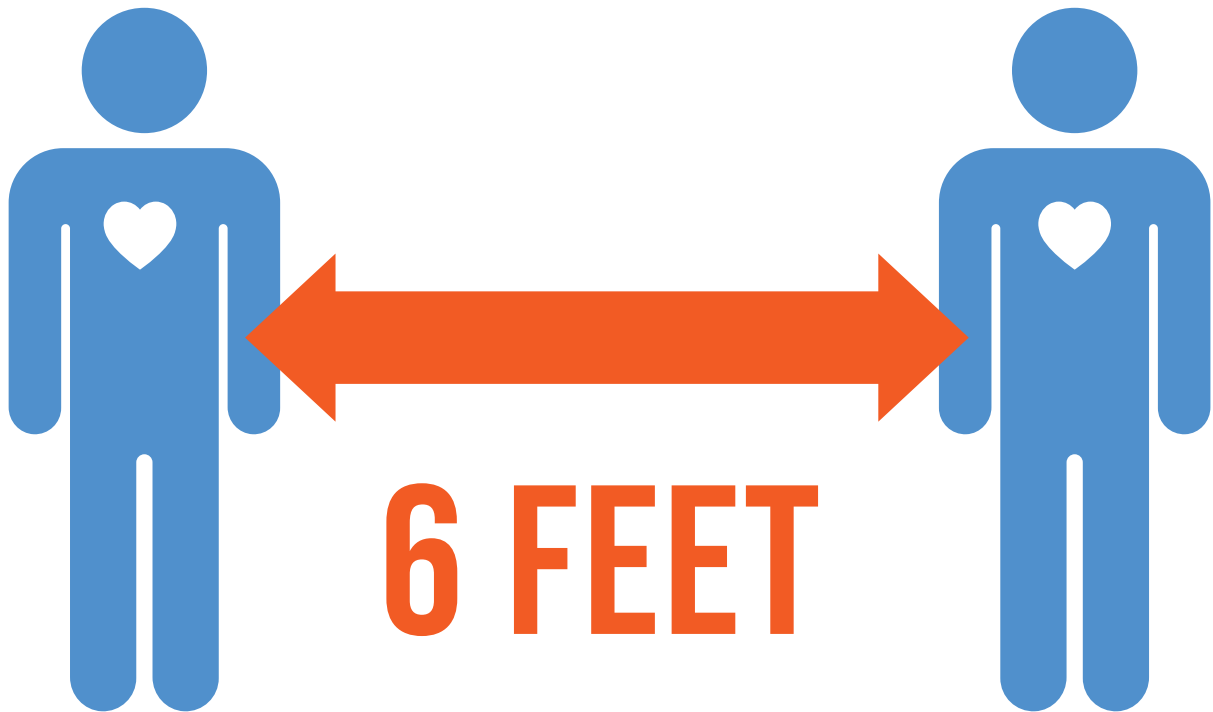
# RE-OPENING GUIDE

## WELCOME BACK!

CLUBS RE-OPEN **MONDAY, JUNE 15<sup>TH</sup>**

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!

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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 Illinois.

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



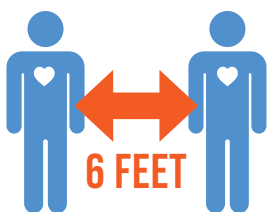
Continued  
extensive cleaning



Sneeze or cough into  
tissue or inside your elbow

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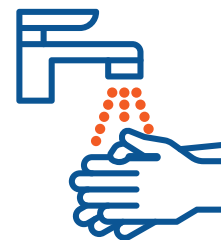
WE ASK THAT YOU HELP US  
Maintain a safe environment by:



Practicing social  
and physical distancing



Disinfect your equipment  
before and after use



Washing and  
sanitizing your hands

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# Cleaning and Sanitizing

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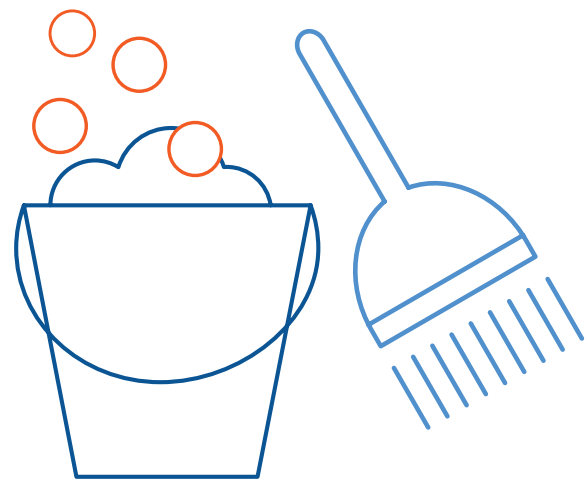
Cleanliness and sanitization have always been important to us, and that's true now more than ever.



**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 limited operations. The following considerations will be taken in Phase One June 15th - July 5th:

- Club to reopen on June 15, 2020 with normal hours:  
Monday - Friday 5:30am to 10:00pm  
Saturday & Sunday 7:00am -7:00pm
- Enter only through main entrance. Staff and members will have temperature taken upon entering the facility. Temperatures of 100.0 or higher will not be allowed access to the gym.
- Masks will be mandatory for members and staff and must be worn at all times while in the facility, except during workouts.
- Touchless check in at Front Desk.
- No water fountains to be used. There are four fill stations throughout the club. Members are encouraged to bring their own water bottle. Water bottles will be for sale.
- Members will be greeted at the door before they check in to have touchless temperature taken, and given hand sanitizer. Members are required to wear masks at all times while in the facility. Members will get hand sanitizer on their way out.
- As always, members are responsible for wiping down equipment before they start working out and after they are finished.
- There will be social distancing monitors to walk around the facilities to ensure safety.
- Pools will be closed.
- Locker Rooms will be closed except for the washrooms.
- No Kidzone or Café.
- No children's swim lessons or basketball.
- No adult basketball.
- No towel services.



## COVID-19 CORONAVIRUS

The content included within this document are subject to change. As research and data on this novel coronavirus continue to develop, this plan can and will be updated to reflect the latest science and data.



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# PHASE ONE

## CONTINUED



- No personal items allowed in the facility (bags, coats, etc). Personal stretching mats are allowed.
- New member tours will be given only during sales hours and by appointment only - Social distancing and masks must be worn by all.  
[Dedicated sales hours are Monday - Friday 9:00am - 5:00pm](#)
- No guests allowed to workout during Phase One.
- Spa services begin. Staff is required to wear masks and face-shields. Clients must wait in vehicle until the receptionist calls to say their appointment will start. Clients required to wear a mask while in the facility and must enter through club main entrance to be screened.

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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.

We are currently looking at re-opening June 15th, 2020, provided no setbacks. Details of each of our Phases are noted below and are subject to change or modified at any time.

## Estimated Phased Timeline

- Phase One = June 15th - July 5th
- Phase Two = July 6th 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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# At Risk Populations

Your safety is our highest priority. Following the guidelines from the CDC and the State of Illinois, we do not recommend that certain individuals return to using Franciscan Health Fitness Centers until July 6th.

This includes:

- People over the age of 65
- Anyone at high risk for severe 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 July 6th.**



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

[FranciscanHealthFitnessCenters.org](https://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
- No dues billing for April
- No dues billing for May
- No dues billing for June (last two weeks of June free to make up for March)
- All accounts reactivated on Monday, July 1, 2020

**Questions: visit [FranciscanHealthFitnessCenters.org/members](https://FranciscanHealthFitnessCenters.org/members)**

**Chicago Heights**  
**708-755-3020**



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# FAQ SNAPSHOT

## upon re-opening

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### Prior to coming to the Club

- Q.** What hours will the club be open?  
**A.** *Regular Hours = Monday-Friday 5:30am-10:00pm; Saturday-Sunday 7:00am-7:00pm.  
(usage will be closely monitored, hours subject to change)*
- Q.** Will I be screened upon arrival?  
**A.** *Yes, we will be providing temperature checks.*
- Q.** Can I Bring a guest?  
**A.** *Guests are not allowed during Phase One*
- Q.** Do I have to wear a mask at the fitness center?  
**A.** *Staff will be required to wear masks and members will be required to wear them except during their workout.*
- Q.** Will locker rooms be open upon re-opening?  
**A.** *Locker rooms will be closed except for restroom usage.*
- Q.** Will pools be available upon re-opening?  
**A.** *Pools will open July 6th.*

### Cleaning, Sanitation and Social Distancing Precautions Upon Re-opening

- Q.** How can I be assured that I will not contract COVID-19 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 Group Exercise Classes?  
**A.** *Live classes scheduled to begin in Phase One, with limited capacity.*
- Q.** Personal Training  
**A.** *Private and Small Group Training will be available for current clients.*
- Q.** What services are closed upon re-opening?  
**A.** *KIDZONE and all swim lessons are closed through July 30th.*

### Billing

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

Questions? Visit [FranciscanHealthFitnessCenters.org](https://FranciscanHealthFitnessCenters.org) or call us: 708.755.3020

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