



Operating Procedure for Fitness Excellence members during COVID19 & re-opening

*Owned and Operated by: Fitness First Health Club Inc.
2637 Moray Place,
Courtenay, BC
V9M 8A9*

(Updated): Apr. 1, 2021

The following procedures have been put in place for you (the member)'s safety, and are enforced by provincial health mandate.

By following the guidelines listed below we will ensure that there is no spread of illness between members, and will allow everyone to be able to continue to use the facility. PLEASE be respectful, we cater to all ages and medical conditions.

****We have increased cleaning of all equipment, but this takes time and resources, and we are a small staff. We appreciate you doing your part by cleaning the equipment, weights, plates and attachments before and after use. There has also been the installation of additional hand sanitizer stations for your use, and some further equipment has been moved/removed to promote better spacing.**

****LOCKER ROOMS are open, but there are limited lockers to account for 2m spacing. Please bring your own lock. Showering is permitted at this time, please bring your own towel and shower supplies. A Limit of 2 persons using locker room at a time is requested.**

****Please arrive prepared to work out – this includes a full water bottle (the water fountain is no longer available) and your own sweat towel.**

**** Contactless forms of payment: Debit or credit card forms of payment are available and preferred, but cash payments are still available.**

PLEASE NOTE: As of April 1st 2021 MASKS MUST BE WORN AT ALL TIMES IN THE GYM, INCLUDING WHILE EXERCISING.

Gym usage:

1. We are able to have a maximum of 20 people in the square footage available in Fitness Excellence, for a 90min MAXIMUM workout time.
2. Please follow the 90min time limit to allow fair usage by all members. Waiting is not fun.
3. Fitness Excellence staff have the right to ask members to leave if they go over 90min and there are people waiting.
4. If you have to wait due to the gym being at maximum capacity, staff will put you onto a waitlist, and you will be asked to wait external to the gym. There are to be no more people in the front lobby. We ask that you wait in your cars. In the case of inclement weather; If you have arrived by bus, or walking you may stay inside (adhering to 2m social distancing. Chairs are provided for up to a max of 6 people)
5. Each member must adhere to the entrance and exit procedures outlined herein.
6. Each member must adhere to the gym use procedures outlined herein.
7. DROP-INS: There are to be no drop-ins at this time.

Current Gym Hours:

(May be subject to change)

Monday-Friday 6am-11pm

Saturday 8am-6pm

Sunday 8am-6pm

After Hours FOB ACCESS:

There is NO FOB ACCESS AVAILABLE AT THIS TIME.

Only staffed hours are available at this time. Staff must be present for the gym to be used according to new health regulations.

ENTERING the gym:

1. Members will be admitted one at a time and only after following entrance procedures. Come in prepared to workout. Workout gear and small bags can be kept in the lockers, however, please avoid using the change room as much as possible.
2. Members must scan in (and are responsible for making sure they are on the waitlist). They must wait in their vehicles until they are called by staff. Please leave a phone number. Numbers will be called twice, if there is no answer the next person on the list will be called to ensure smooth access.
3. Upon gaining entry, members must wash their hands/ sanitize prior to exercising.
4. Members will be assigned a spray bottle and a YELLOW /GREEN/BLUE microfiber towel, please keep it with you, and wipe down equipment before and after use.

Restrictions and changes:

(as of April 1st 2021)

- **Masks must be worn at all times, and in all locations within the gym building.**
- **NO FOB access**
- **Separate entry and exit doors**
- **Floor markings and designated areas for exercise**
- **Directional flow arrows to reduce incidental contact**
- **Spotting and max lifting is no longer allowed**
- **We can no longer have drop-ins (local or otherwise).**
- **Water fountains must to be shut off**
- **Greater (2-2.5m) distancing is required when exercising**

EXITING the gym following your 90min workout:

Cleaning procedure for members: ****THIS MUST BE FOLLOWED** – ANYONE WHO IS OBSERVED NOT FOLLOWING THE PUBLIC HEALTH GUIDELINES WILL BE POLITELY REMINDED ONCE, FOLLOWING THIS, THEY WILL BE ASKED TO LEAVE.**

1. ALL SURFACES that a member touches must be sprayed and cleaned BEFORE and AFTER use. This includes handles, weights, bars, benches, balls, bands and any other pieces of equipment you use.
2. Bathrooms are used only for the toilet, please use them sparingly, and come prepared to workout; note that showering is still available, please wipe down the shower using the provided YELLOW cleaner before and after use. RED cleaning towels are provided. Dispose of the towels in the bin/bucket provided
3. Upon exiting the gym, please leave spray bottle at labelled station at exit door, and put your YELLOW/GREEN/BLUE microfiber towel in the laundry basket.
4. Please DO NOT leave from the front door, instead use the door to the parking lot at the far end of the gym.
5. A sanitization station is located at the exit door, and it is recommended to sanitize your hands prior to exiting the gym.

Cleaning procedure of STAFF:

1. Staff will fully clean all surfaces throughout the day as required with the YELLOW spray bottles and RED microfiber cloths. This includes all high-touch and high-traffic areas minimum twice per day.
2. Microfiber towels are to be separated by color and are used in specific parts of the gym:
 - a. Yellow/Green/Blue - for member use
 - b. Red - for staff cleaning
 - c. GREY - tanning beds
3. After laundering 'Clean' towels go in 'clean' blue laundry basket before being folded and put away by colour.
4. All Dirty, soiled or soaked towels can be put in the hamper.
5. All used towels are to be put through a heat disinfection cycle during the dryer cycle.
6. All staff are provided protective gear (gloves and masks). Masks are mandatory for staff at all times.
7. Staff will sign off on all cleaning when completed. Sign off sheets are posted at the front desk for transparency, and to show the next shift what might need extra attention.
8. Breaks will be allowed as regularly given and needed.
9. Staff check-in with general manager will take place daily. Any action items will be addressed immediately.

MEMBERSHIP INFORMATION:

1. Due to our freezing of all accounts at the beginning of the pandemic, members accounts will remain suspended until their first return gym visit, unless they are already un-suspended by choice. This will remain in place until Stage 4 of 'opening' as dictated by the BC government.
2. Perpetual (month to month paying) members are allowed to request credit if they continued to pay during closure due to COVID19. Refunds will not be given, however the value paid out can be applied to current membership distributed evenly over 3-6months. Alternatively, members can request credit toward other gym services or products. Please speak to staff for more info, again this will be done on an individual account basis by the general manager or the owner.
3. Term members (purchased time paid upfront) will be given the time we were closed back onto their membership. Please see staff to ensure your account is up to date.

Thank you for bearing with us during these trying times.

We don't like it either, but we wish to ensure we stay open, and that you have a safe, clean and respectful place to stay healthy and fit. **AGGRESSION AND DISRESPECT TOWARDS STAFF WILL NOT BE TOLERATED, and may result in the suspension or termination of your membership.**