

COVID-19 Prepare, Protect, and Serve

Valley Health Wellness & Fitness Services
(VHWFS)

 **ValleyHealth**
Wellness & Fitness

Information Gathering

- The information that has been used in this PowerPoint on COVID-19 re-opening was generated from:
 - Weekly calls with Power Wellness Management
 - E-mails that started 3/10/20 with 20+ of the most significant Club Operators in the Medical Fitness Industry
 - Weekly Wellness Wednesday webinars with the Medical Fitness Association
 - Best practices from top Independent Clubs across the industry-Club Solutions
 - Weekly VH System Leadership meeting
 - VH Ambulatory Work Group and Ambulatory Reopening Task Force
 - VH Reopening Committee
 - VH Human Resources leadership daily discussions

Developing Your Plan

- Protect the safety of our patients and members
- Protect the safety of our team
- Protect the safety of our community
- Be nimble, ready to pivot, and adapt to new information

Brief Discussion

- Phased Re-opening
- Member Communication
- Social Distancing
- Sanitizing

Phased Re-opening

Based off Trump Administration's
"Opening Up America Again" Guidelines

Approval to Re-open

- VA Governor needs to lift non-essential business closure, expected on or after May 8th
- Valley Health Executive and Medical Leadership approval

Factors Influencing the Timing of Re-opening

- Disease burden
- State approvals
 - Virginia has stay at home order until June 10th
- Supplies & PPE
- Staffing
- Communications & messaging

Pre-opening Phase- VHWFC

- Need 10 days prior to re-opening in Phase 1:
 - Day 1-5
 - Bring back supervisors and coordinators, IT reactivation of center computers, rehire staff, staff orientation, staff education, center prep, EVS back in the building, Facebook and email communication on re-opening and new protocol for members
 - Day 6-10
 - Bring back PTP team members, reactivation of bridged and frozen members, lifeguard certification, getting facility ready for reopen, cleaning protocols, equipment distancing, Facebook and email communication on re-opening and new protocol for members

Phase One-VHWFC

- Phase 1(14 days with decline of new cases)
 - Facility Hours: 5am-7pm
 - Masks/face coverings required for members and staff
 - Screening employees and members prior to check in/clocking in in lobby
 - Temperature-forehead scanner
 - CDC questions
- Open
 - Members only-no guest or trial memberships
 - 30 minute limit on cardio machines
 - Fitness floor-social distancing, equipment rotation on days of the week
 - Locker rooms-social distancing, lockers locked,1/3 of lockers in use/4 people per bay to give distance-restrooms open
 - ≤10 on the track
 - Limit total number of members in area of the center based on square footage
 - Senior only area for fitness in conference rooms ≤10 max

Phase One-VHWFC

- Closed
 - Group exercise classes
 - Kids zone
 - No community toiletries or showers**
 - No Towel Service**
 - Pools **
 - Sauna and steam rooms
 - Next steps program
 - Rock Steady and Fit4Moms
 - Swimming Lessons
 - SGPT(BOGA and HIIT)
 - Massage
 - Personal training
 - Assessments and orientations
- **Locker rooms and Aquatics-depends on state guidelines on availability

Phase Two-VHWFC

- Phase 2(14 days with decline of new cases)
 - Facility Hours: 5am-8pm
 - Masks/face coverings required for members and staff
 - Screening employees and members prior to check in/clocking in
 - Temperature-forehead scanner
 - CDC questions
- Open
 - Members only, no guests or trail memberships
 - 30 minute limit on cardio machines and 30 minute limit in the pools **
 - Fitness floor-social distancing, equipment rotation on days of the week
 - Pools-1 per lane in lap pool, ≤15 in therapy pool **
 - ½ of lockers in use/4 people per bay **
 - ½ showers-men's and women's **
 - ≤15 on the track
 - Senior only area in conference rooms<10 max
 - Group X ≤15 per class-45 minute classes instead of 60, spaced out so locker rooms are not too crowded. Limited group exercise classes-≤8 per day M-F, ≤4 per day Sat & Sun
 - Sauna and steam rooms reopen-limit 3 people at a time
 - Massage
 - Personal training
 - Assessments and orientations
 - Swimming Lessons
 - SGPT(BOGA and HIIT)

Phase Two-VHWFC

- Closed
 - No community toiletries in locker rooms **
 - Next Steps program
 - Rock Steady
 - Kids Zone
- **Locker rooms and Aquatics-depends on state guidelines

Phase Three-VHWFC

- Phase 3(14 days with decline of new cases)
 - Resume normal center hours
 - No screening employees and members prior to check in/clocking in
 - Guest and trial memberships resume
 - Open all services but new cleaning/sanitizing protocols will remain in effect

Member Communication

What Have We Done?

How have we stayed in contact with our members?

- Members were informed through an initial e-mail about the closure of the facility
- Members were emailed online fitness options to stay active while at home
- Members were emailed billing information- Membership dues were placed on a No Fee Suspension from April until we are able to open; a credit for March 18-March 31 will be applied to the first month of dues upon reopening
- Sent out an e-mail reviewing all of the online support again that we are providing as well as new additional Health and Fitness support to enjoy during the closure
- E-mail sent out inviting our members and community to engage in 150 minutes of exercise per week-Spark your Movement 4 Week Challenge
- Answered hundreds of member questions promptly-same day that were provided by voicemail, on Facebook, and through email

What Will We Do?

- Next 30 days
 - E-mail to provide members with our plan in writing and Facebook videos on our Sanitizing Plan
 - Email to provide members the improvements we were able to make while the facility was closed
 - E-mail members a detailed list and Facebook videos showing our members how the Center is addressing the Social Distancing Plan and how we will be addressing the need to have not only the required distance but more in our location
 - Re-opening e-mail, Facebook, app notification and website updates
 - Expectation white boards throughout the center

Social Distancing

Social Distancing Initial Priorities

- Fitness
- Member Services and Sales
- Group Exercise
- Lobby
- Massage
- Personal Training
- Café
- Aquatics
- Locker rooms and Amenities

Fitness-Selectorized equipment, cardio equipment and free weight area

- VHWFS will be asked to reduce the amount of usage on all equipment due to social distancing by approximately 50%
 - This may be able to be accomplished with the use of:
 - Every other piece of equipment/equipment rotation days
 - More constraints in the area of social distancing in the Free Weight Area
 - Ultimately, this will require limiting the number of members that can use the Center
- Medical Fitness Leadership
 - Provide the social distancing that exceeds regulations with outside the box possibilities that will address the needs of the health system and make us industry leaders, examples:
 - Continue to offer Virtual Classes and Virtual Fitness Coaching
 - Install virtual fitness on demand options in the group exercise studios
 - Virtual Personal Training
 - Senior Fitness areas-conference rooms at VHWFC
 - OP Rehabilitation in Studio A-Private treatment areas
 - OP Nutrition Services in Studio B

Member Services and Sales- VHWFC

- Member Services
 - Sneeze guards at the Member Services and Fitness desks
 - Social distancing markers on the floor
- Sales
 - One person at a time in the sales office

Group Exercise-VHWFC

- Reopen in Phase 2 with limited group exercise classes
 - Limited class schedule of 7-8 classes per weekday and 2-3 classes for Saturday/Sunday
 - Offering 8 classes per day during a holiday successfully meets the members' needs. Reopening usage may be similar to holiday usage with less attendance and members coming at atypical times
 - 8 classes per day allows for programming options and a variety of group x genres
- Class start and end times will be staggered to minimize impact on locker rooms and number of people in the building
 - No two classes will have the same start or end time
 - Pool classes end a minimum of 45 minutes prior to the start of another class to allow pool participants to clear the locker room
 - Maximum of 2 pool classes per day
 - Limits locker room use

Group Exercise-VHWFC

- Increase time length between classes
 - Will be a minimum of 30 minutes transitional time from classes in the same studio
 - Allows extra time for members and instructors to clean equipment
 - Members can leave the studio in full before the next class enters
 - Avoids members congregating outside of the studio for the next class
- Instructors may need to set up mats/bikes/equipment prior to class members entering the studio to ensure proper distancing of members
- Instructors will ensure all equipment is properly sanitized at the end of class
- Offer more 45 minute classes to allow increased transitional time
 - Able to provide multiple class options by reducing the length of each class
 - Reduces payroll burden and cost per head for classes
- Members are not allowed to enter studios until 15 minutes prior to class start time
 - Ensures previous class has fully exited the studio, the equipment is clean, and the instructors can set up the room for the next class
- Class size limits: 15 participants per class
- Proposed Phase 2 schedule: 45 classes per week

Sanitizing

How does the VHWFC demonstrate to our members that sanitization is our top priority?

- How we clean the facility during the day will be very important for our staff to see as well as our members
- It requires a multi-faceted approach that requires excellence during all parts of the day and at closing cleaning
- Our facility will be assigning individuals to only work in specified areas throughout the day since we would be cleaning more often and be visible to all

The Sanitizing Plan

- airPHX PA2400 technology
- HVAC-HEPA Filtering Systems
- Ordered electrolyzed disinfection misting products
- Lysol I.C. Quaternary Disinfectant Cleaner
- Increased Purell wipe stations and hand sanitizers
- Increase in dedicated cleaning staff

The Sanitizing Plan

- The future of VHWFS rests in the area of sanitization and overall facility cleanliness
- Failure to be the preeminent center in this key area of our business can lead to a substantial loss in business
- Develop cleaning protocols for every area of the facility
 - Cleaning protocols-hourly, daily, weekly, and monthly

Cleaning Protocol Examples

Member Services Hourly Cleaning Schedule

Time	Wipe front of coolers		Wipe ledges in pro shop		Wipe K-Cup area		Wipe MS desk counters		Wipe keyboards, phones, printer, and computers		Wipe drawer handles		Wipe card readers	
	Initials	Done	Initials	Done	Initials	Done	Initials	Done	Initials	Done	Initials	Done	Initials	Done
5:00am														
6:00am														
7:00am														
8:00am														
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9:00pm														
Lysol I.C. spray-coolers, ledges, K-cup area, desk counters, drawer handles Disinfectant Wipe-keyboards, phones, printer, and card readers Tech Screen Wipe-computers														
	Front Doors-wipe handles and spray vestibule		Internet Computers-wipe counter, keyboard, and computer; spray chairs		HWC-wipe cooler and counters		Coffee bar-wipe counter							

Group X Cleaning

Before Class

1. Wipe Studio door handles with Lysol I.C. spray
2. Wipe microphone headset with Purell wipe
3. Wipe stereo with Purell wipe
4. Wipe instructor equipment with Lysol I.C. spray
5. Instruct members to clean equipment prior to use with Purell wipe

After Class

1. Deep clean used equipment with Lysol I.C. spray
2. Wipe microphone headset with Lysol I.C. spray
3. Wipe stereo with Purell wipe
4. Wipe studio bench area with Lysol I.C. spray
5. Spray Lysol air disinfectant

Cleaning Zones

Zones	Task	Staff Initials
1	<input type="checkbox"/> Skill Mill 1 <input type="checkbox"/> Back Extension <input type="checkbox"/> Skill Mill 2 <input type="checkbox"/> #1 Torso Rotation <input type="checkbox"/> #4A Hip/Glute <input type="checkbox"/> #2 Torso Rotation <input type="checkbox"/> #5A Hip/Glute <input type="checkbox"/> Total Gym <input type="checkbox"/> Ab Crunch <input type="checkbox"/> Techno Gym Stretcher	
2	<input type="checkbox"/> NuStep 1 <input type="checkbox"/> Treadmill 3 <input type="checkbox"/> Treadmill 8 <input type="checkbox"/> NuStep 4 <input type="checkbox"/> Arm Bike 1 <input type="checkbox"/> Treadmill 4 <input type="checkbox"/> Treadmill 9 <input type="checkbox"/> NuStep 5 <input type="checkbox"/> Arm Bike 2 <input type="checkbox"/> Treadmill 5 <input type="checkbox"/> Treadmill 10 <input type="checkbox"/> NuStep 6 <input type="checkbox"/> Treadmill 1 <input type="checkbox"/> Treadmill 6 <input type="checkbox"/> NuStep 2 <input type="checkbox"/> Treadmill 2 <input type="checkbox"/> Treadmill 7 <input type="checkbox"/> NuStep 3	
3	<input type="checkbox"/> SYNRGY <input type="checkbox"/> Equipment Racks	
4	<input type="checkbox"/> #5 Leg Press <input type="checkbox"/> #10 Bicep Curl <input type="checkbox"/> #6 Chest Fly <input type="checkbox"/> #11 Tricep Press <input type="checkbox"/> #7 Leg Curl <input type="checkbox"/> #12 Row <input type="checkbox"/> #8 Chest Press <input type="checkbox"/> #13 Leg Extension <input type="checkbox"/> #9 Lateral Raise	
5	<input type="checkbox"/> Stair Stepper 1 <input type="checkbox"/> Spin Bike 2 <input type="checkbox"/> Treadmill 15 <input type="checkbox"/> Recumbent <input type="checkbox"/> Stair Stepper 2 <input type="checkbox"/> Treadmill 11 <input type="checkbox"/> Treadmill 16 Bike 6 <input type="checkbox"/> Upright Bike 1 <input type="checkbox"/> Treadmill 12 <input type="checkbox"/> Treadmill 17 <input type="checkbox"/> Upright Bile 2 <input type="checkbox"/> Treadmill 13 <input type="checkbox"/> Treadmill 18 <input type="checkbox"/> Spin Bike 1 <input type="checkbox"/> Treadmill 14 <input type="checkbox"/> Treadmill 19	
6	<input type="checkbox"/> #43 FM Cable Cross <input type="checkbox"/> #37 Cable Shoulder Press <input type="checkbox"/> Stretch Cage <input type="checkbox"/> #41 FM Squat <input type="checkbox"/> Precor Stretcher 1 <input type="checkbox"/> #42 FM Row <input type="checkbox"/> Precor stretcher 2 <input type="checkbox"/> #39 Assisted Chin/Dip <input type="checkbox"/> #42 Power Tower	
7	<input type="checkbox"/> Upstairs Spin Bike <input type="checkbox"/> Upstairs Spin Bike <input type="checkbox"/> Upstairs Spin Bike <input type="checkbox"/> Upstairs Spin Bike <input type="checkbox"/> Upstairs Spin Bike <input type="checkbox"/> Upstairs Spin Bike <input type="checkbox"/> Upstairs Upright Bike <input type="checkbox"/> Upstairs Upright Bike <input type="checkbox"/> Upstairs Upright Bike <input type="checkbox"/> Upstairs Upright Bike <input type="checkbox"/> Upstairs Upright Bike <input type="checkbox"/> Upstairs Upright Bike	

Opportunity to Grow Membership and Medical Integration

- When other Facilities in the marketplace and in the industry will be limiting the availability of equipment or space- VHWFS will be able to utilize our Medical Fitness Model to best position fitness offerings at our centers not only through this current crisis but also to be enhanced in the future....
 - Highlight our connection with the health systems, and Medical Fitness Association
 - Highlight MFA Facility Certification