

Welcome Back!

Clubs Re-Open Tuesday, May 26th

Let's keep each other safe.
If you are at an increased risk or are
sick, please stay home.



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We've Missed You!

Our associates are excited to welcome you back, and see your smiling faces once again!

We've been busy these last two months. Our team has been doing lots and lots of cleaning & sanitizing, of course. In addition, we've been working hard on some facility projects as well. We think the clubs look great, and we think you will, too!

A tremendous amount of time and energy has been devoted to reimagining the day when we could reopen again for you. Nothing is more important to us than the safety and well-being of our members and associates, and so every step we've taken has been with this singular goal in mind.

As a medically-based facility, we have the benefit of a team of expert clinicians from Beacon Health System to consult. And, all of our initiatives are approved by our Medical Director and Medical Advisory Board. In addition, we adhere closely to the guidelines set forth by the Centers for Disease Control, the State of Indiana, and St Joseph & Elkhart counties.

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, and 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 up to speed as quickly as we can.

Cleaning and sanitizing is also a major focus. In addition to the nightly cleaning that occurs routinely after we close, we've added even more cleaning and sanitizing. You'll notice more sanitizing stations on the fitness floors, so you can conveniently wipe down the equipment you use, and each station also includes hand sanitizer for your personal use. We've scheduled more cleaning throughout the day. And, an added sanitizing process will occur each night, along with a "Sanitizing Team" working during the day emphasizing high touch point areas.

Other changes will include smaller class sizes and the re-arrangement of some of our equipment on the fitness floors, all in an effort to promote social distancing.

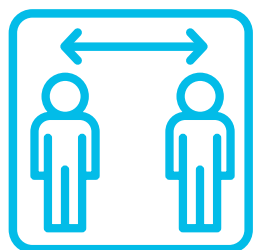
All of these changes are a lot, so thank you in advance for your patience and understanding as we navigate this new environment together. We've written this guide for you that goes into greater detail about all that you can expect when you visit the club for the first time. It contains valuable information,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

Again, welcome!

10 Really Important Things to Know!

There's a lot of information in this guide that we've put together for you. While all of it is important, here are some of the key takeaways that we really want to highlight:

1. If you feel sick, stay home.
2. If you don't feel comfortable coming back to the club just yet, contact our membership department, and we'll talk through your options with you.
3. There is a screening process for each person entering our clubs.
4. Masks are required at all times, except when swimming, showering, drinking, shaving, or brushing your teeth.
5. Water fountains, bottle refill stations, coffee, and tea are all temporarily unavailable – please bring your own water.
6. Practice social distancing at all times.
7. 24 hour access remains temporarily closed
8. Babysitting services are not yet available
9. Class sizes will be reduced & reservations are required for all classes
10. Some equipment will be unavailable due to social distancing requirements



Cleaning & 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:

- 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 in each club.
- We've added additional sanitizing shifts of high touch point areas in each club.
- Another sanitizing shift has also been added to our nightly, after closing, duties.



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!

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.

In addition 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, and**
3. **Wear a mask.** You'll need to bring your own, and please note that this is required. No one will be allowed to enter the building without a mask on.

What Questions are Asked on the Health Questionnaire?

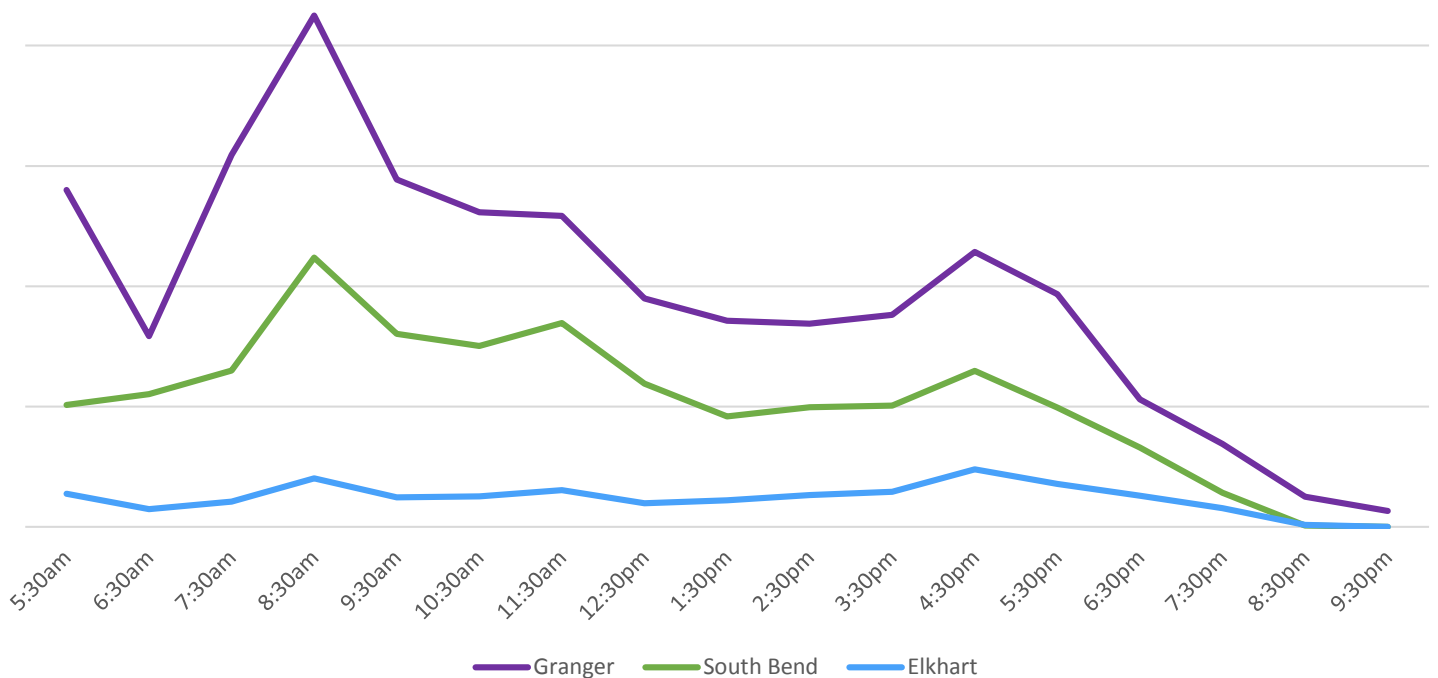
We'll keep this as quick and simple as possible. You don't even have to fill out a form – we'll just verbally ask the following:

- **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

Then, if you're wearing your mask and register a temperature of 100.0° F or less, you'll be all set to enter the building.

Consider Visiting During Non-Peak Times

Projected June 2020 Club Visits by Time of Day



We'll post this graph at each club, and update it every month, so you can see when we anticipate slower times.

About Your Membership

With the club re-opening, your membership is active again as of Tuesday, May 26, 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 us.

Don't remember your CSI username or password? Contact our membership office and we can help.

membership@beaconhealthsystem.org

South Bend
574.647.2653

Granger
574.647.2597

Elkhart
574.389.5575



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.

On Thursday, May 28, 2020...

We will run billing for the pro-rated days in May that the club is open, as well as for the month of June. Keep in mind that we issued a credit to everyone's account with us in March for the days that we were closed. So, this credit will also be applied to this billing. In most cases, this will all add up to a little less than what you typically pay each month in dues.

Of course, additional charges may apply if you have other purchases such as food or beverage items, apparel, or add-on services such as personal training, Pure Pilates, etc.

On Monday, June 15, 2020...

We will run billing for the month of July. This returns us to our regular billing cycle, on or about the 15th of every month, for the upcoming month.



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 Beacon Health & Fitness right now. This includes:

- **People over the age of 65**
- **Anyone with a higher risk for severe illness**
- **Individuals who are immunocompromised**
- **People with asthma**
- **Anyone with HIV**
- **Individuals with liver disease**

We have automatically placed memberships with anyone 65 years of age or older on a 90-day freeze status, so that these individuals will not be billed at this time. If you are over the age of 65 and wish to have your membership re-activated, or have other people on your account who would like to use our facilities right now, please contact a membership representative, and we will be happy to assist you.

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.

membership@beaconhealthsystem.org

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Thank you for your cooperation and understanding. We look forward to continuing to serve you, by always placing your safety first.

Beacon Best Medicine

Beacon Best Medicine—our program designed to improve through exercise the quality of life for those with life-changing diagnoses—is a hallmark of our clubs. We know how important these classes are to our participants, and we look to bring these back as quickly as possible.

At this time, though, with the safety of these participants in mind, Beacon Best Medicine programs will not immediately resume when we reopen.

For questions about this program please contact Jake Phillips, Clinical Integration Coordinator: jephillips@beaconhealthsystem.org



Indoor/Outdoor Tracks

- The indoor tracks at all three locations are closed so that we can spread the cardiovascular equipment out more, allowing for social distancing.
- The outdoor track in Granger is now open for use! Please be mindful that grass seed was just planted this spring along the edges of the concrete track; the soil may be softer along these edges so we advise not stepping off the concrete.
- The main entrance at Elkhart Health & Aquatics actually connects with the City of Elkhart Parks & Recreation Department trail system, so feel free to go for a walk or run there as well!

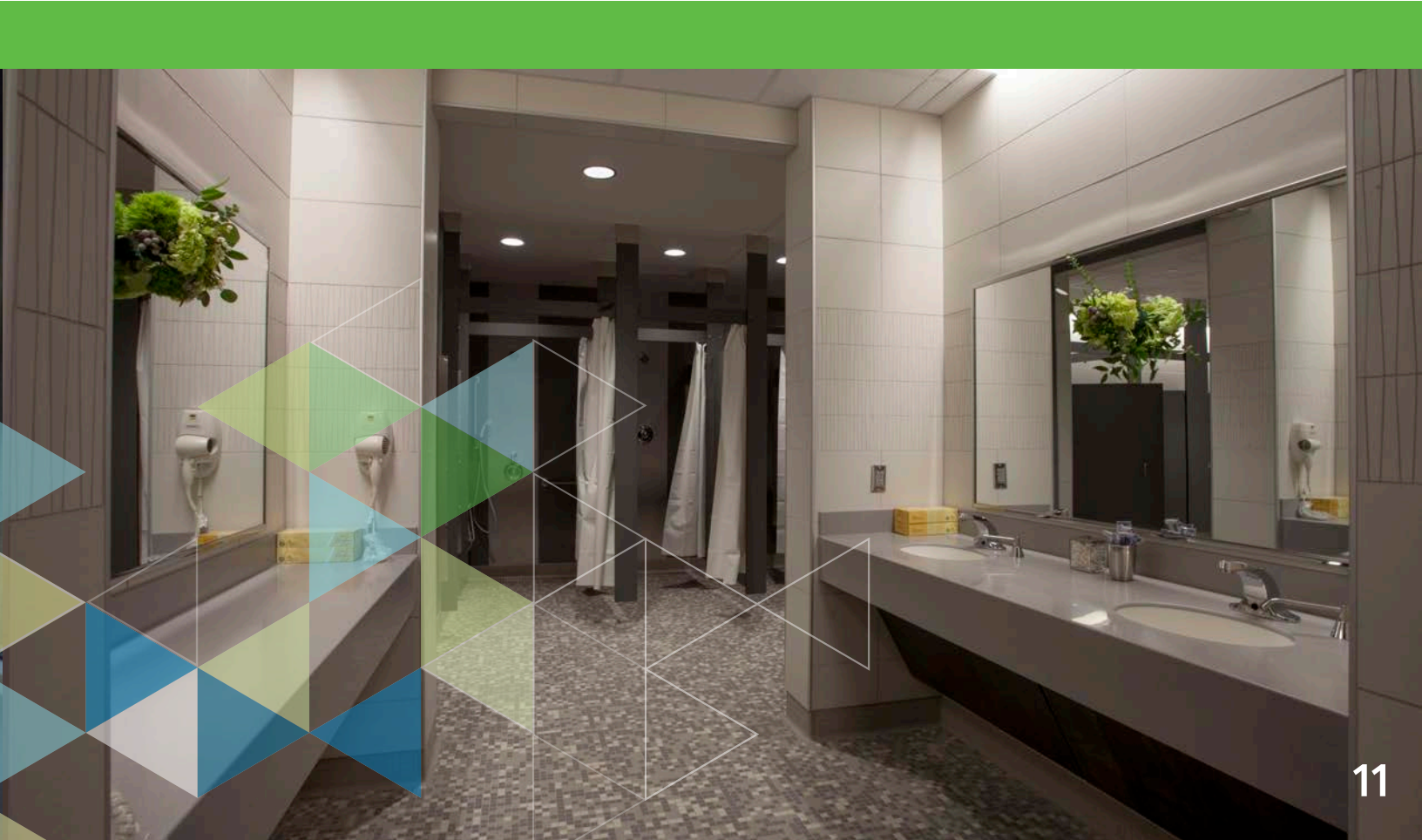


Locker Rooms

Locker rooms remain open for member needs, though we encourage members to limit their use of these facilities at this time.

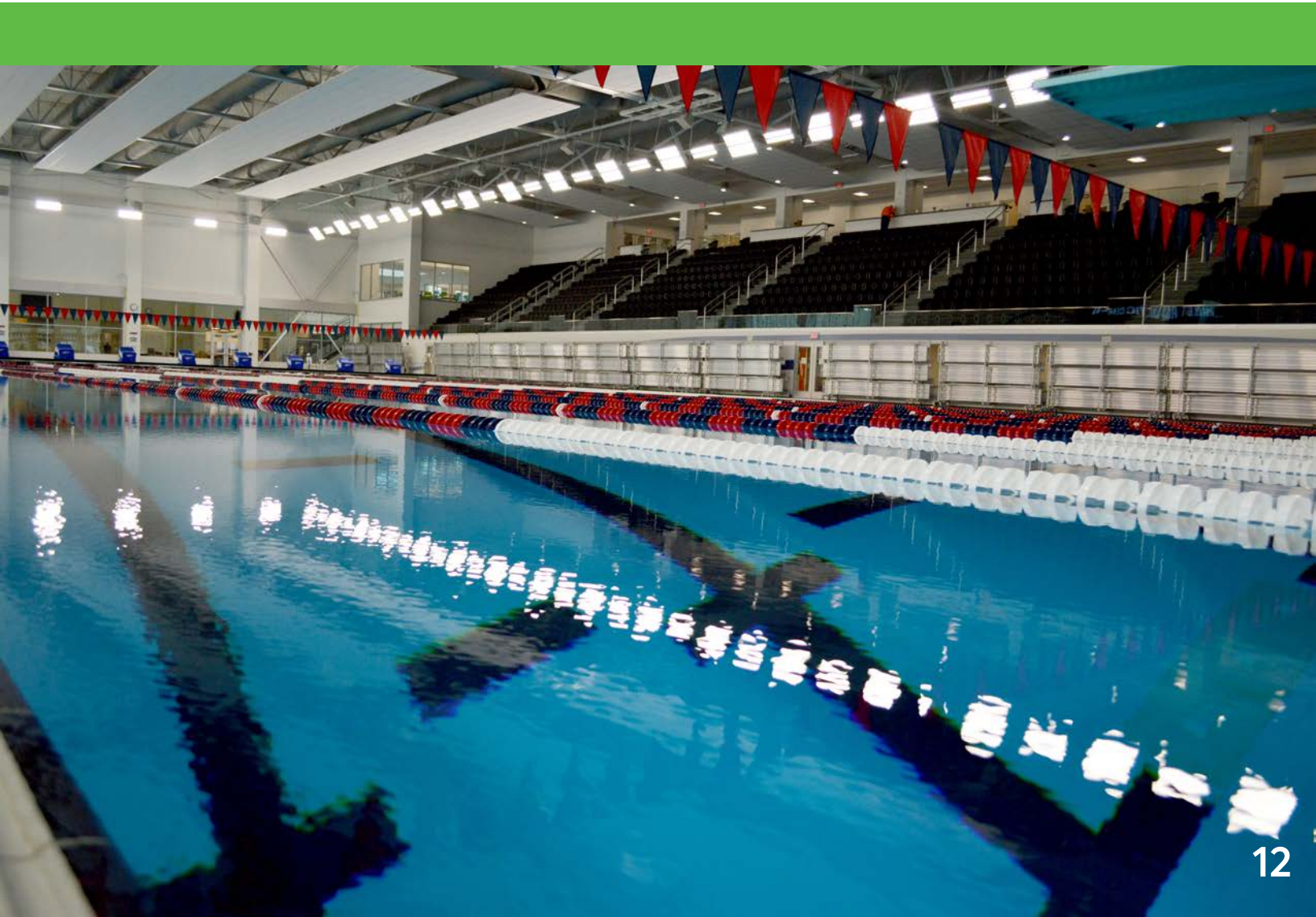
To encourage social distancing, every other locker will be temporarily taken out of service.

Hand soap and shower soap will remain in each locker room, but other toiletries including shampoo, conditioner, mouthwash, shaving cream, and razors have been temporarily removed. Please bring your own toiletries if you need any of these items.



Aquatics

- No swim lessons (Elkhart)
- The saunas (South Bend) remain closed
- All whirlpools are closed
- The therapy pools are closed except for therapy patients & therapeutic access members
- Lap lanes remain open, limit one swimmer per lane



Reducing Touch Points

Some parts of our clubs, and some services, will be closed when we first re-open, to minimize touch points and reduce exposure. We will make every effort to re-open each of these services just as soon as possible as we gradually ramp the clubs back up to full speed, in accordance with government, civic, and health system guidelines:

We have removed most tables & chairs from our lobby areas

Court Sports

- Basketball, racquetball, and pickle ball are temporarily suspended

Massage is currently unavailable at this time.

Drinks / Hydration

- Per the State of Indiana, all water fountains & bottle refill stations are turned off.
- Complimentary coffee and tea is currently unavailable.

Important

While bottled water is available for purchase, we encourage you to bring your own water to stay hydrated. Hydration is very important to your health and well-being during exercise, so please bring water with you to the club!



Fitness Floor

The fitness floor – where all the fun happens!

We've made several changes that we want to share with you:

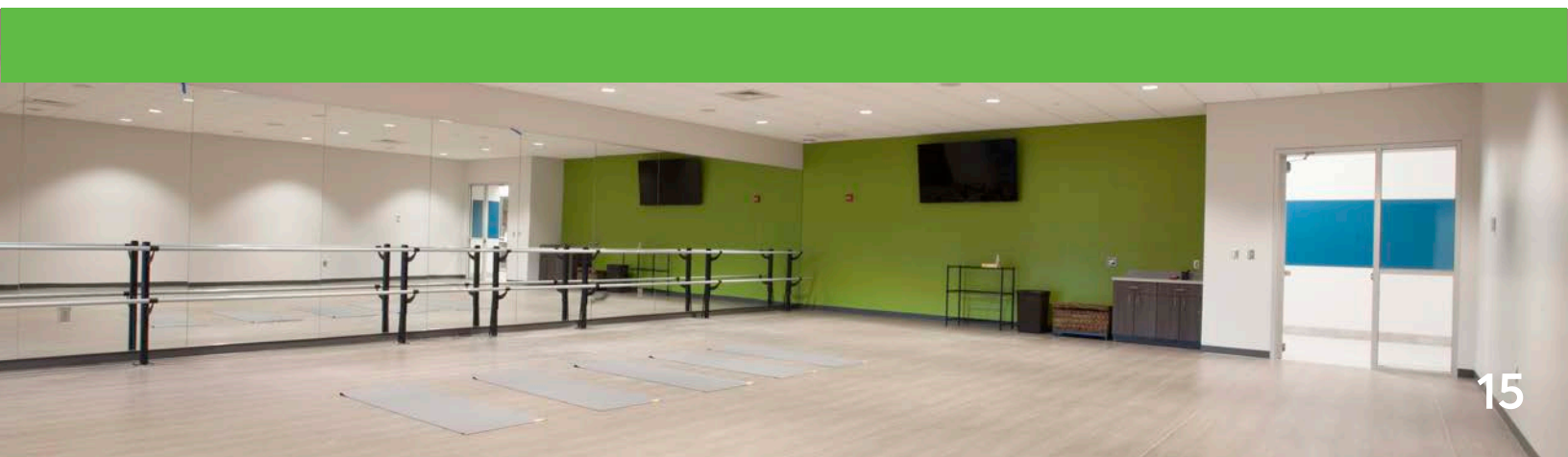
- We do ask that members limit their time on the cardiovascular machines to 30 minutes at peak times when others may be waiting.
- We've added more sanitizing stations. Disinfectant wipes are available for members to wipe down the equipment before and after using it. Hand sanitizer is also available at each sanitizing station.
- While we've always appreciated members who wipe down the equipment after they've used it, please note that this is now a requirement of membership.
- Twenty-four hour access is currently unavailable.
- We have re-arranged equipment to make it more conducive to social distancing standards.
- In some instances, we have turned off pieces of equipment to allow for more space between exercisers.

Group Exercise Classes

Our classes are some of the most popular programs we offer, and our instructors are eager to welcome everyone back!

In order to facilitate social distancing in these environments, we are implementing the following:

- Reservations for all classes are required through our app, or by visiting the member portal on our website
- Smaller class sizes
- More classes on the schedule
- Social distancing markers on the studio floors
- Plans to move some classes outdoors when the weather permits
- Moving larger classes to the gym floors in South Bend & Elkhart, and to Beacon Sports Performance in Granger
- Some class times have been spaced to reduce traffic in and out of the studios to maintain social distancing and allow for additional cleaning time between classes
- We have posted signage outside each studio space identifying how many people are safely allowed into that space.



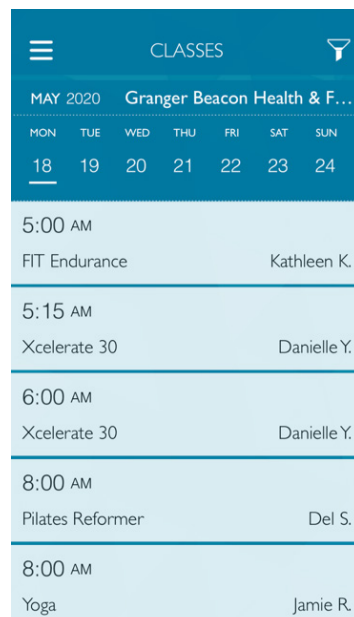
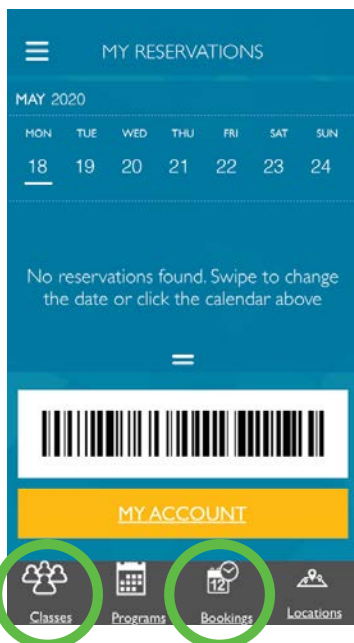


Using Our App

Haven't used our app to schedule classes yet?

Here's how to get started:

- If you don't already have our app on your phone, go to the app store and search "Beacon Health & Fitness." Look for the tennis shoe icon like the one above and download the app.
- Open the app & sign in using your member login. This is the same information you would use in the member portal on our website.
- Click on "Classes" at the bottom left of your screen.
- Go to the date at the top and a list of all the classes scheduled for that day will appear.
- Click on the class you want to attend, at the bottom of this page it will say how many spots are available.
- If there are spots available, enroll in the class.
- All of your bookings can be viewed in the "bookings" tab of the main menu or at the bottom of the home screen.



Don't remember your CSI username or password? Contact our membership office and we can help.

Youth Activity Studio

We know how important our babysitting services are to so many of the families we serve.

While our babysitting services will not re-open right away, we are eager to bring it back just as soon as possible.

