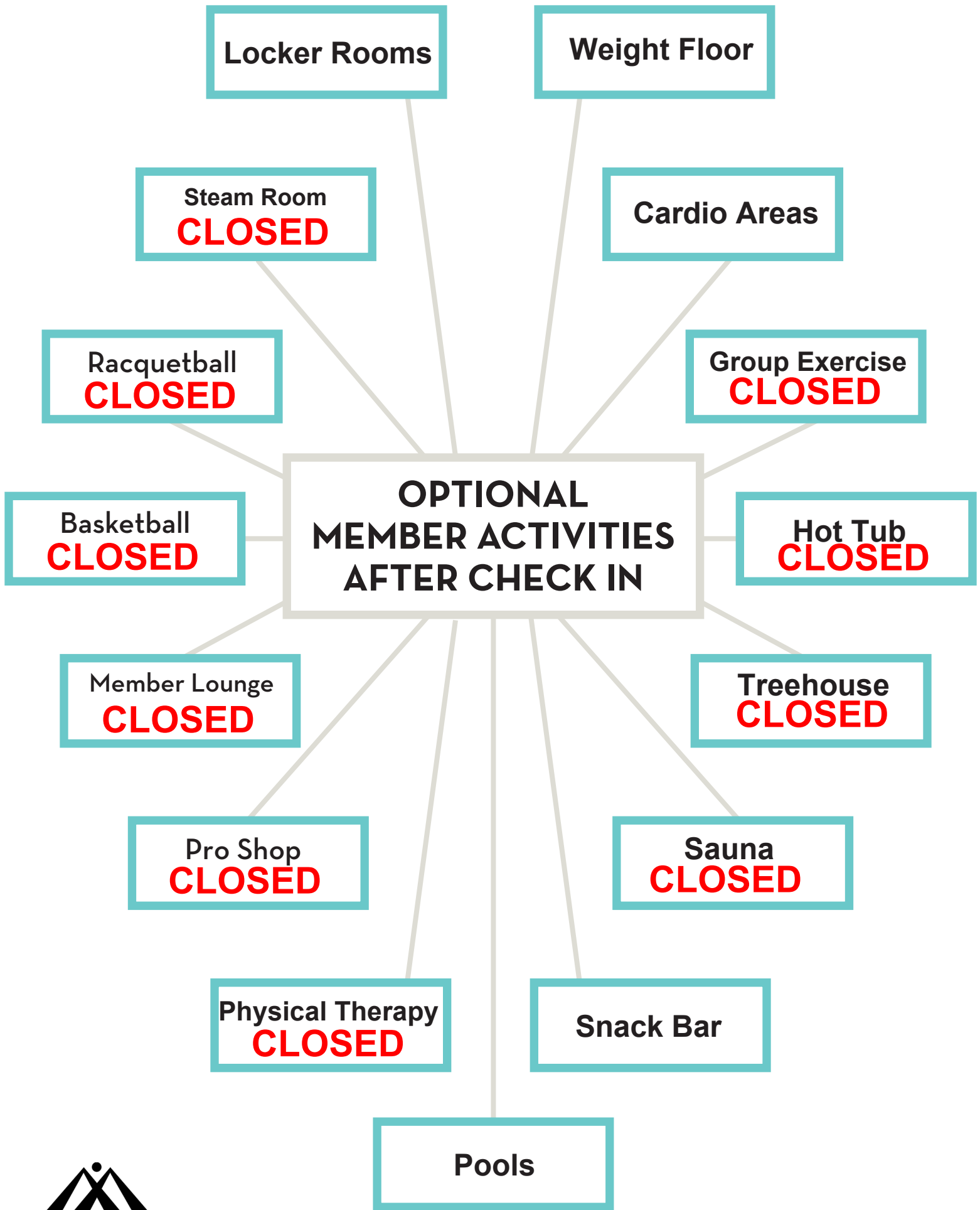




Recovery Readiness and the Member Experience





TOUCH POINTS DURING THE MEMBER EXPERIENCE

Member Service Desks

Doors
Counters
Autoscanners
Member key holding
Coat rack
Water dispensers and cups
Retail items - bottles, snacks
Money

Locker Rooms

Day Lockers
Rented Lockers
Combination Locks
Towels
Scales
Restrooms
Sinks
Pump soap dispensers
Automatic paper towel dispensers
Undercounter Trash Cans
Blowdryers
Showers
Saunas
Steam rooms
Swimsuit spinners

Restrooms

Doors
Sinks
Commodes
Automatic soap dispensers
Automatic paper towel dispensers

Pools (Recreational, Lap, Warm)

Water
Pool deck
Lounge chairs and tables
Doors and gates
Pool ladders
Fountains
Slides
Diving Boards
Floats
Starting blocks
Lane ropes
Towels
Water Fountains
Kickboards
Water weights

Weight Floors

Selectorized & plate loaded equipment
Free weights
Benches
Mats
Towels
Flooring
Water Fountains

Cardio Areas

Equipment
Towels
Fans
TV channel changing

Basketball, Racquetball & Pickleball

Rackets
Balls
Baskets
Nets
Benches
Doors/Drapes
Training equipment
Extension cords
Towels

TOUCH POINTS DURING THE MEMBER EXPERIENCE (CONTINUED)

Treehouse

Gates/doors
Counters
Written sign in sheets
Soft play maze
Slides
Mats
Tables/chairs/benches
Balls
Snacks
Shoes
Arts and crafts
Bathrooms
Backpacks

Member Lounges

Coffee service
Lounge chairs/sofas
Bar tables
Coffee and end tables
Magazines and newspapers
TV remotes
Blood pressure cuffs
Vending Machines

Pro Shops

Credit/gift cards and money
Retail items

Physical & Massage Therapy

Doors
Sheets
Tables
Medical equipment
Hot towels
Appointment cards

Snack Bar

Walk up counter service
Money/Credit Cards

PHASE 1 PLANS

After the shutdown, we surveyed our members and they overwhelmingly responded that they were anxious to come back to the gym but, as anticipated, expressed concerns over physical distancing and cleanliness. To address the question, “How are you keeping me safe?” We will:

- Screen staff every time they enter the Clubs with a temperature check (100.4 degree threshold) and questions.
- Screen members every time they enter the Clubs with a temp check & questions.
- Encourage everyone in the Clubs to wear masks. Require all Staff to wear masks.
- Establish “Health Guard” teams that, like lifeguards managing a pool, will rotate and manage zones of the Club for cleanliness and spacing.
- Provide a dedicated day time cleaning crew in addition to our regular nighttime team.
- Place 10 hand sanitizing stands on fitness floor, in addition to 6 sanitation stations for member and staff use.
- Distribute wipes to members and encourage them to clean their equipment.
- SaniMaster 7 (a commercial grade, concentrated hard surface disinfectant cleaner) used nightly in both men’s and women’s locker rooms for a full, disinfectant cleaning in all areas.
- Use Green Klean Sprayer and Chlorinated Disinfecting Tablets (EPA registered Disinfectant) (a broad spectrum disinfectant, sanitizer and odor reducer that eliminates: trash can odors; kills bacteria and controls mop odors; kills c.diff, MRSA/GRSA in four (4) minutes; kills HEP A, B, C & HIV-1 in one (1) minute; disinfects door knobs and faucet handles; kills norovirus in one (1) minute and creates a grout cleaning solution) 5x in ALL areas of the Club and after every Group Fitness Class.
- Prop doors open wherever possible.
- Monitor weight floors and other high traffic areas for proper spacing with a general guideline of 150 square feet per person or working in a 12’x12’ space.
- Indicate proper spacing in classes with floor markings or equipment.
- Take at least 50% of the cardio equipment out of service to provide spacing between pieces.
- Close Saunas, Steam Rooms and Hot Tub.
- Tape off every other shower in Locker Rooms. Limit capacity allowed in Locker Rooms.

PHASE 1 PLANS (CONTINUED)

- Use every fourth locker in the locker rooms. One person per bench.
- No racquetball & squash play (first week).
- No basketball play (first week).
- No massage and physical therapy (first week).
- No personal training (first week).
- No Group Fitness (first week).
- Towel service will not be available.
- Display encouraging signage, for example:



PHASE 2 AND 3 PLANS

We have begun looking at Phase 2 and 3 but nothing is firm at this point. We anticipate developing those plans as we evaluate the rollout of Phase 1. As we know more, we will be happy to share.

These safety measures and guidelines are for the protection of our valued Club Members and Staff. We thank you for your understanding and willingness to follow all procedures so that we may continue offering the best fitness and health resources in the Great Falls community!

BE SAFE and THANK YOU for understanding.

**WE ARE ALL IN THIS
TOGETHER!**

Stay Safe, Stay Strong, Stay Healthy!

