

# Reopening Your Facility

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1. Regularly sanitize and clean the Facility
  - a. Publish and adhere to the cleaning schedule
    1. Staff should know and see responsibility
    2. Members should know and see cleaning
    3. Members should be able to avoid the cleaning smell & interruptions
    4. Members should be able to schedule their entrance right after or during cleaning
    5. Always clean early in the morning before entrance so the facility smells clean
    6. Publish cleaning schedule with checking off (like airport or restaurant)
  - b. Assign all staff to pitch in
    1. Pre-plan for people to refuse – Fire? Reschedule?
    2. Be fair and even-handed with staff assignments
  - c. Update employee handbook and/or send and retain memos regarding new staff responsibilities – new handbook or handbook addendum – signature guaranteeing reading required
  - d. Discuss cleaning strategies as a team so it is a mutually agreed upon system which will ensure best practices and adherence
  - e. Plan and execute in-facility training using zoom, recording a video and sending, or live
  - f. Have staff sign-off that they will adhere to a complete cleaning protocols
  - g. Provide private conversations should clarification or conflicts arise
2. Set requirements for staff upon entry of facility
  - a. Take daily contactless temperature of staff working upon entry to the facility or require signature as to current healthy status
  - b. Wearing of Masks (recyclable or branded) (Does club provide or do individuals provide?)
  - c. Use name tags since face is disguised
  - d. Uniforms – makes the staff noticeable since masks hide faces
  - e. Wear gloves (individual supplies or club supplies)
  - f. Protocols for handshaking (elbow-bumping or wave)
3. Adhere to CDC Social Distancing & Cleanliness recommendations of 6 feet between staff and members at the facility
  - a. Move of Equipment 6 feet apart or block off equipment usage (36 sq ft per person = 6x6)
  - b. Measure the Group Ex, Weight room, locker rooms, etc & divide by 36 to determine number of people that can be in the same space at the same time
  - c. Paste removable branded “dots” on the floor of workout space
  - d. Require masks and gloves or does facility provide these
  - e. Hand sanitizing stations
  - f. Gym wipe stations by door and locker rooms
  - g. Close off locker room entry completely or limit entry
  - h. Keep lockers 6 feet apart – indicate OPEN lockers and close others (easily removable stickers)
4. Member Experience & Requirements

- a. Temperature taking (someone may be a carrier without an elevated temperature)
- b. Gloves and Masks
  - 1. Should members provide their own?
  - 2. Should members make their own choice whether to wear a mask? (some wear them, some don't – set protocols & specific times for entry if you choose NOT to wear a mask)
  - 3. Feet Covered at all times in all sessions (Yoga, Locker Rooms, Saunas, Spa/Pool)
- c. Fitness Equipment & supplies that members should bring with them
  - 1. Yoga Mats (provide branded club mats for sale)
  - 2. Hand weights (light)
  - 3. Bands and tubes
  - 4. Club can give or sell (attract members by providing this as a promotion upon return)
  - 5. Towels
  - 6. Flip Flops or shower shoes or socks
  - 7. Alibaba.com or amazon.com or Walmart.com
  - 8. Online Pro-Shop (Sources of ancillary revenue: advertise via Email & Facebook, Text)
- d. Send a questionnaire to find out member preferences before you open your doors
  - 1. suveymonkey.com (free for 1<sup>st</sup> month)
  - 2. Email, text or call your members
    - aa. Average phone calling 28 per hour if you are only leaving voicemail messages
    - bb. Older and/or isolated population will talk longer – 15 calls per hour
    - cc. Divide your member list and assign to staff – require confidentiality
    - dd. Engage your group fitness people to call – their members
    - ee. Personal Trainers can call their clients – do you share private info?
    - ff. Set up a google docs for 1-3 staff to manage that has full list of members
      - Manage access carefully!
    - gg. Do not let everyone into document & password protect it
  - 3. Surveys must be easy to analyze. Do ask for comments but supply simply, quick, and easy to use drop down boxes that provide an odd number of answers like:
    - Excellent
    - Great
    - Good
    - Fair
    - Poor
    - or
    - Strongly agree
    - Agree
    - Moderately agree
    - Disagree
    - Strongly disagree
- e. Schedule member entry & Group Ex spacing - 36 square feet per person (6x6)
  - 1. Measure your facility (Studios, Pools, Hot Tubs, Kids Zone, Public Training Area, Juice Bar, Front Desk, locker rooms) and divide by 36 then you know how many can fit into the room/area (same as above)
  - 2. Online sign-up sheet ([www.mindbodyonline.com](http://www.mindbodyonline.com) or myclub from ABC)
  - 3. Does the club provide preferences (VIP privileges – sell or allow 5 yr+ members preference to admission and time selection)
  - 4. Do we charge or penalize for no-shows

5. Do we allow for walk-ins (Like bike reservations for cycle and/or aqua)
  6. Outdoor Sessions (Classes outside in Parking Spaces) – promotes visibility/selling tool – confirm with your neighbors and landlord
  7. Schedule studio classes with enough time for entrance and exit with social distancing - no less than 15 minutes between each session
  8. Find alternative spaces to accommodate extra members – provide mats for outside activities that they can lay their personal mat on top of to prevent personal damage
  9. Check insurance policy – if it is not specifically excluded, it is included. Call adjuster to write an addendum (free) or include an “added insured” if you add someone or something to your regularly offered programming
  10. Stream classes – watch music usage if you are going to record – no original artists, must use “generic” music with unrecognizable songs (YES Music & Power Music have options)
  11. If streaming provide limited access through code assignments – possibly charge for smaller sessions like small group training
- f. Assign “Compliance Ambassadors” – (6ft Police)
    1. Set guidelines
    2. Set a Schedule - Assign who is the Compliance Ambassador when
    3. Do a Training – 1<sup>st</sup> via zoom (or skype or gotomeeting) – then do a live training with only your staff
  - g. Create a Customer Journey – make sure that there is a flow to your club/studio – like a grocery store – wide aisles, keeping people moving, practice this with your staff before the club opens
  - h. Keep specific early-morning hours for adults over 60 yrs old to exercise – require gloves, masks & nametags for everyone (like grocery stores)
5. Have as many staff members continue to work from home
    - a. Rewrite employee handbook or send and retain a memo regarding what is required of at-home staff, get sign-offs promising adherence
    - b. What are the requirements to work from home?
      1. Computer on and available 9am - 5pm
      2. System for taking lunch – send an email or text (limit 30 minutes)
      3. Have break-time schedules (15 minutes morning & afternoon)
      4. Have personal phone on and available for calls and texts
      5. Load skype onto computer for easy visual access
      6. Have daily morning skype group calls – use camera to bond your team
      7. Require Staff Meetings
      8. Simple at-home guidelines – Actions create Habits
        - aa. Get dressed
        - bb. Designate a specific workspace or home office
        - cc. Designate a “break room” in your home
        - dd. Inform family & friends of these spaces
        - ee. Set and stick to work hours
        - ff. Create an “after work, de-stress activity that does not include alcohol
        - gg. Notice & avoid your main distractions (news, kids, dogs, phone)
        - hh. Communicate – Set up Nightly Reporting Systems (Done Lists & To Do lists)
        - ii. Set up priorities for the day to be approved by managers (time to spend on each item)

jj. Socialize – Set up staff and family catch-up sessions

6. Member Communication

- a. Weekly Couch Conferences – managed by staff (zoom or facebook live)
- b. Readiness to return survey
- c. Preference for type of large group and small group classes?
- d. What to expect when they re-enter ... tell them about your protocols to make them know that you care and have their best interest at heart
- e. Weekly Emails, Text Messages & Phone Calls
- f. Train your Members on Zoom, Gotomeeting or skype – whatever virtual training you select