



COVID-19 **HealthQuest** Re-Opening PlayBook

HQ's club guidelines for the safety of staff and members



UPDATED 8.28.2020

We are in this together.

As we think about the future of health and wellness, we recognize that we are a part of a larger community of organizations, cities, and individuals taking immediate, necessary steps to care for our wellbeing.

While distancing may be a part of our new normal, wellness and connection remain more important than ever— and having a safe place to boost our immune systems as well as our mental and physical health through exercise is vital to our health.

That's why we are enhancing our spaces and services to protect the wellbeing of our community— ensuring our members and employees can continue to exercise and practice a healthy lifestyle together.

We also need our members help to guarantee a safe environment. Members will need to respect each other's space and follow our new "house rules for health" initiative. We thank everyone in advance for being a part of our team.

We have been here for you for the last 19 years and we will be here, when you are ready.



A photograph of a gym interior with various exercise machines, including treadmills, ellipticals, and weight machines. Several people are visible working out. The image is overlaid with a semi-transparent dark blue filter. A television screen in the top left corner shows a news broadcast with the text 'ROCKETS WIN THIS WAY!'. A digital clock in the background displays '00:52'.

Our enhanced standards

HealthQuest is providing a heightened level of cleaning and disinfecting systems, limiting capacity within our club, and educating and enforcing a safe environment for our community. We have aligned our standards with guidance from the CDC, WHO, and are implementing industry standards that have been reviewed by the office of the U.S. Surgeon General.

What to Expect at a Glance

As we await exact state guidelines for re-opening, we have prepared a number of items to expect when you return to the club. All measures will be constantly reviewed in accordance with ever-changing guidelines and will ensure that we can pair an unparalleled fitness experience to the health safety required at this time. Here is a quick snapshot at some of the things you can expect to see at the club immediately upon our re-opening:

- ❑ **Reduced capacity in all areas as specified by NJ Department of Health**
- ❑ **All Members & Staff will be required to Check-In & CHECK-OUT for capacity controlling measures**
- ❑ **Face masks are required to be worn by all members and staff while in the facility AT ALL TIMES** (except when doing so would inhibit the individual's health during strenuous activity or where the individual is under 2 years of age).
- ❑ **Screening and **contactless** temperature checks for staff **and members upon entrance to the facility****
- ❑ Members should bring their own mask(s)
- ❑ Newly Designed Group Fitness Schedule to allow for enhanced sanitation & reduced hallway crowding
- ❑ Required Registration for Group Fitness Classes and Childcare
- ❑ **Increased Sanitation & Disinfecting schedules**
- ❑ **Touchless hydration stations available for water bottle refills. Water fountain use is suspended.**
- ❑ **Designated "HealthGuards" for cleaning and compliance**
- ❑ Increased Signage for Member Distancing & Sanitation Expectations
- ❑ Designated Space for Seniors & Immune-compromised individuals (Preva Studio)
- ❑ Phased Approach to re-opening certain areas and programs as safety guidelines dictate
- ❑ Recreational Basketball is suspended
- ❑ **Lockers, Locker Rooms & Showers** available with 6 feet distancing
- ❑ Steam Room and Sauna use is suspended
- ❑ **All Equipment will be arranged to allow at least 6 feet distancing**
- ❑ **All Towel service (sweat & bath) is suspended, please bring your own**

Preparing for a new health club environment

We are making space and service updates to maintain hygiene, safety and physical distancing best practices in four ways:



Increased Sanitation

We've implemented heightened cleaning measures to ensure the health and wellbeing of our members. We are disinfecting equipment more frequently, creating sanitation stations to provide easier access to sanitation products to our members and purchasing new technology to improve our overall cleaning, sanitation and disinfection strategy.



State-of-the-Art Ventilation

HealthQuest follows and surpasses CDC guidance for ventilation requirements.



Prioritizing Personal Space

By limiting the amount of members in various spaces throughout the club, following the guidance of the state and local government, members can still maintain a healthy physical distance from each other.



Behavioral Signage + Enforcement

New cleaning standards are expected from every member of our team and all members. Cleaning and capacity protocols will be reinforced by HealthGuards strategically placed signage, and friendly reminders that the wellbeing of our community depends on all of us to do our part.

Increased Sanitation



Knowledge is power. We want our members and employees to know they are safe in our club. For us to ensure their safety, we must understand the difference between effective cleaning, sanitizing and disinfecting. This will now be a vital part of each team member's position. Being able to distinguish between these methods and implementing them effectively will help us kill viruses, such as COVID-19 and prevent its spread.

Clean

What it does:

Removes soil, dirt, and debris from surfaces. It does not kill microorganisms.

What products do you use?

Soaps, detergents, water and microfiber towels to physically remove soil, dirt, and debris from surfaces.

Why clean?

Cleaning lowers the count of germs by removing them from a surface, not necessarily killing them.

Sanitize

What it does:

Kills a high percentage (99.9%) of microorganisms on surfaces.

What products do you use?

Heat (i.e. steam, hot water, and hot hair) and requires at least 171° surface contact or an EPA (Environmental Protection Agency) registered product with specific contact time to kill microorganisms on surfaces.

Why sanitize?

Sanitizing reduces and kills the amount of germs on a surface to safe level recognized by the EPA, but it does not eliminate the occurrence and growth of bacteria, viruses, and fungi.

Disinfect

What it does:

Kills a higher percentage (99.999%) of microorganisms on surfaces.

What products do you use?

Disinfecting uses an EPA registered product with specific contact time (1-10 minutes, depending on the chemical) to kill harmful microorganisms, like bacteria, and pathogens on surfaces.

Why disinfect?

Disinfecting reduces and kills the amount of germs on a surface to safe level recognized by the EPA, and reduces the occurrence and growth of bacteria, viruses and fungi.

Clean + Sanitize
All Day
by members and staff



Disinfect
every three hours



"Fog" Disinfectant
two times per day



"Fog" 7 Day Kill
Disinfectant
every week



| TASK | 5-8 AM | 8-11 AM | 11-2 PM | 2-5 PM | 5-8 PM | 8-11 PM | 11 PM |
|------|--------|---------|---------|--------|--------|---------|-------|
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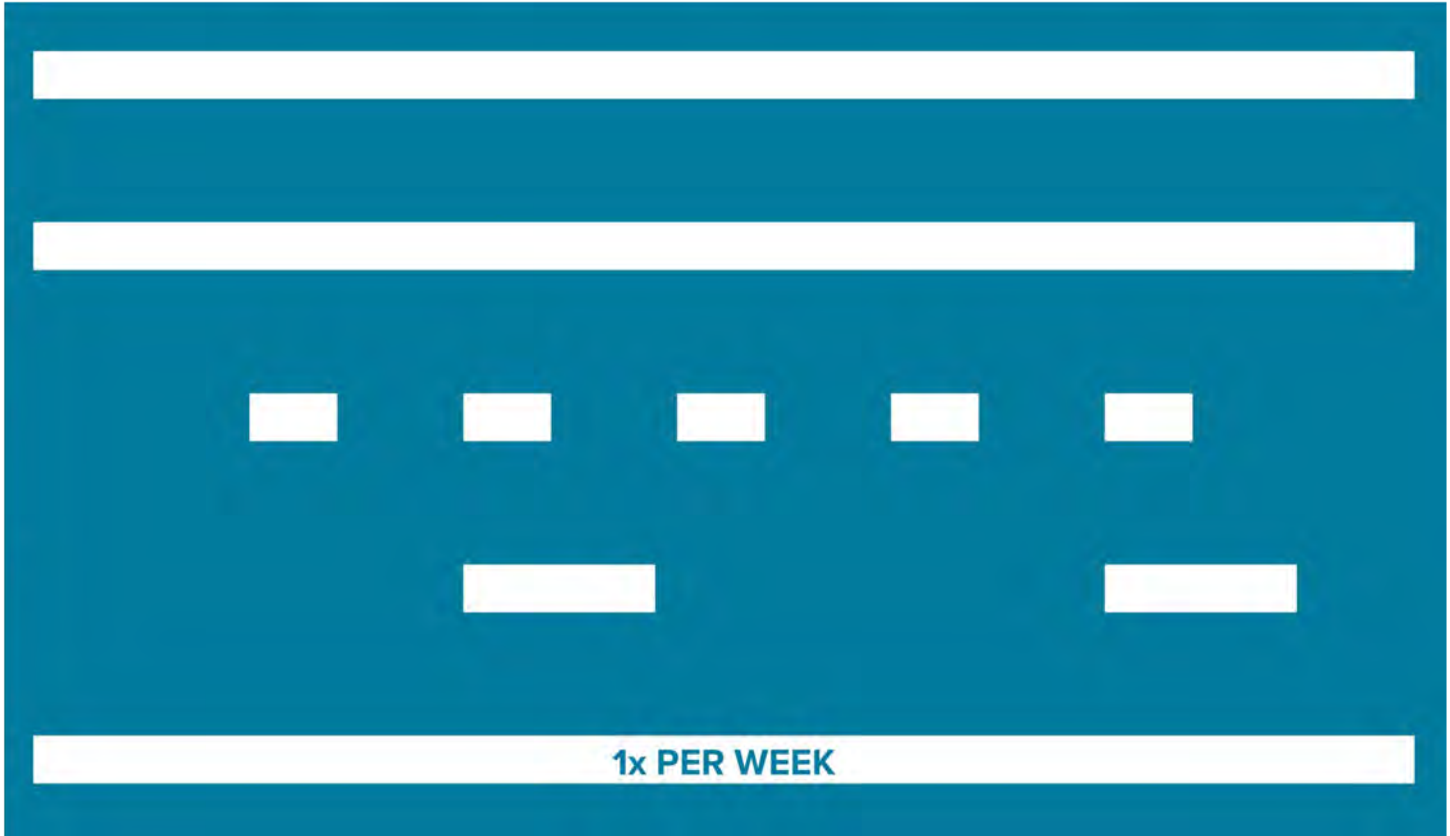
Continuous cleaning + sanitizing throughout the club

Members required to sanitize with wipe after each use

HQ Clean Teams disinfect high traffic areas + equipment every 3 hrs

All equipment, studios + surfaces are disinfected 2x per day with electrostatic sprayer

United BacFighter 64 Disinfectant and sanitizer that is effective for 7 days



"Interval" team cleans

INCREASED SANITATION



Just like there are many health benefits to interval training, we determined that timed interval cleaning also provides health benefits to ensure each area of the club is not only clean, but germs and viruses are killed with hospital-grade disinfectant.

A team approach means that this is not a one department show. Every member of our front line and management staff will be scheduled to clean and disinfect high traffic areas every three hours beginning at 8:00 AM, for example in the Fitness Center:

- ✓ :00 - :15 Zone 1 = Cardio and Life Fitness Selectorize Machines
- ✓ :15 - :30 Zone 2 = Synrgy, Cables, Functional Training
- ✓ :30 - :00 Zone 3 = Free Weights and Hammer Strength
- ✓ :45 - :00 Zone 4 = Accessories / refill bottles and wipes

Timed intervals will also mean certain pieces of equipment usage will be paused for 15 minutes to allow for proper disinfecting.

Other high traffic areas will have similar schedule regimes in addition to continuous cleaning and sanitizing as needed throughout the club.

Sanitation stations

INCREASED SANITATION



Additional sanitizer wipes and hand sanitizers were added throughout the club.

Sanitation station

- New cleaning protocol communication
- Sanitation wipes + trash can
- Hand sanitizer
- Gloves and pump spray where necessary

Members will be required to clean and sanitize with sanitation wipes provided at the end of every workout.

Members should bring their own masks and gloves; masks are required at entrance, exit, and while traversing the club.

Enhanced products + technology

INCREASED SANITATION



Sanitation Wipes

Zogics/Purell antibacterial wipes to clean, deodorize, and kill bacteria, viruses, and fungi on all surfaces.

Hospital-Grade Disinfectant

Hospital-grade disinfectant has always been a staple of HealthQuest's cleaning protocol. HDQ Neutral by Spartan is on the list as an effective product against COVID-19. This is used by our staff and is also the disinfectant we keep in the spray bottles. It destroys antibiotic-resistant bacteria including MRSA. It also kills HBV, HIV and HCV (Hepatitis C). We also use Clorox in the locker rooms.

BioBlast Disinfectant

BioBlast is USDA organic that cleans and disinfects hard surfaces. It is a COVID-19 killer and hospital grade disinfectant used with electrostatic sprayers and fogger systems. The application process is state-of-the-art and eliminates human error and cross contamination.

Electrostatic Sprayers - patented technology provides an electrical charge to solutions, allowing them to wrap conductive surfaces with an effective and even coverage. Double-charged particles envelope all conductive surfaces – shadowed, vertical and underneath.

Daily Foggers - foggers have been shown to be more effective than a traditional sprayer because it is able to reach areas that might have been missed by the spray/wipe combination.

United BacFighter 64 Surface Solution

A quaternary disinfectant, sanitizer, fungicide and virucide with the additional benefit of persistent kill for 7 days per application.

Prioritizing personal space



Knowledge is power. We will follow all federal, state, and local regulations as it pertains to building capacity, as well as the spaces within. The CDC recommends, and local regulations require, six feet of space and masks in public spaces. We will adjust all protocols as needed.

Facility Capacity + Access

- ❑ We will limit the number of members in areas of the club based on federal, state, and local government regulations.
- ❑ Automatic doors and touchless entrance and exit available at the main club entrance.
- ❑ Studio fitness classes will have a reservation system and a limited number of participants based on size of room, and class formats will be designed accordingly.
- ❑ KidQuest & KidZone will have a reservation system and a limited number of children, and activities will be designed accordingly.
- ❑ Club access will be restricted to members only or by appointment.

Community Spaces

- ❑ Plexiglass screens will be used at service desks and masks will be **required** for employees.
- ❑ Seating at the club will be adjusted to provide seat to seat distancing.
- ❑ Distancing markers will guide members wherever necessary.
- ❑ Open fitness floors will be redesigned for spatial distancing and members will be required to keep 6 feet of space between each other.
- ❑ "House rules for health" signage will serve as reminders throughout the club.

Behavioral signage and enforcement



Knowledge is power. We will communicate final opening procedures via email, on our website, hqfit.com as well as our Facebook page *HealthQuest of Hunterdon*. Friendly reminders will also be placed throughout the club.

HOUSE RULES FOR HEALTH

Face masks
 Masks are required to be worn by all members and staff while in the facility **AT ALL TIMES** (except when doing so would inhibit the individual's health or where the individual is under 2 years of age).

Practice good hygiene

- Clean equipment and workout space after use with sanitation wipes
- Refrain from hand shakes and use non-contact greeting methods
- Sanitize hands at the door and schedule regular hand washing reminders
- Avoid touching your face and cover your coughs and sneezes

Keep your distance

Keep six feet of space between you and other members

Sit only with household members

Abide by one way pathways

SOCIAL DISTANCING

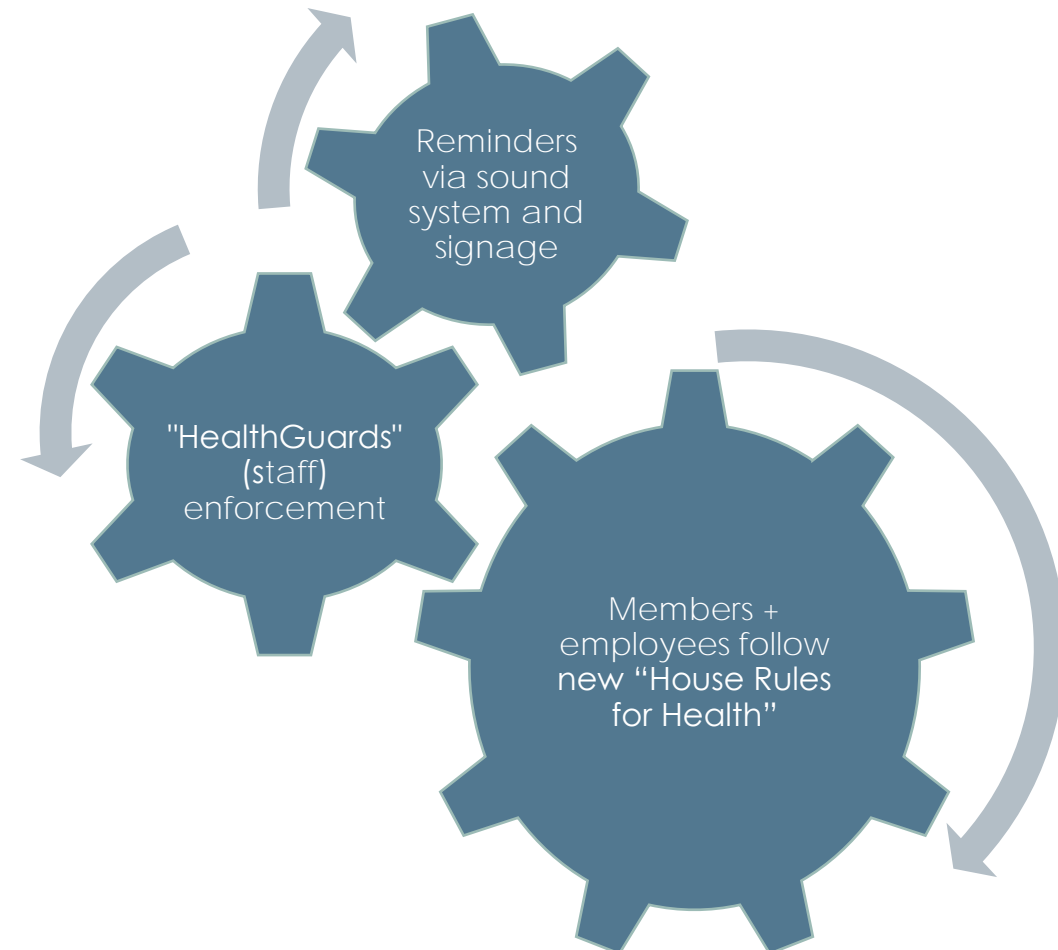
Stay home if...

- You are feeling sick or have a fever of 100° or higher
- You have a sick family member at home

Boost your immune system

- Exercise regularly
- Drink lots of water
- Prioritize sleep
- Get some sunshine
- Reduce negative stress
- Eat nutrient dense foods
- Limit sugar consumption
- Supplement with necessary vitamins

SOURCE: CDC.GOV



"HealthGuards"

INCREASED SANITATION



"HealthGuards" will be working throughout the club

We will have team members throughout our facility cleaning and disinfecting throughout the day, known as "HealthGuards". Their job is also to enforce member cleaning after each workout and to answer any questions that may arise. Each team member is empowered to have friendly conversations with other employees or members if they see any safety issues.

Documentation + communication

To keep consistent communication with members, our team will document any issues and/ or questions that arise throughout their shift to submit to our management team. If a member does not comply with the new code of conduct our management team will reach out to the member to answer any questions they may have and ensure future compliance. We will continue to use this information to improve the safety of our HQ community.

Safety in your favorite spaces

As we navigate the evolving realities of COVID-19 and the re-opening of our club, we are looking ahead to what the future may look like for us. Our teams are working tirelessly to be ready for whatever comes next, but we will continue to update, and change based on the direction provided by the CDC and federal, state, and local government. Amenities and programs will depend on their guidance.

We appreciate your help and understanding as we continue to strive to be better than we were yesterday.

That's our promise to you.

We'll see you at the club.



Welcoming doors

Welcome Back! The Main Entrance to the club will be provide touchless entry and exit, as well as touchless check-in and check-out. Entrances and exits will be considered high traffic areas and are part of our new sanitation and disinfectant schedules and procedures. We are committed to keeping you safe inside our doors.



ENTRANCES:

- ❑ **Main Entrance & Exit:** Available during entire club hours.
 - ❑ **Camp Entrance:** Our Campers will have their own entrance and screening process. Entrance and Exit will be monitored by Camp Directors and Staff.
 - ❑ **Turf Entrance & Exit:** Available during Bluesky class times only. Participants must enter *and* exit through the turf gate and may not access the facility through this location. Main Entrance must be used to access restrooms/locker rooms.
- ❑ Face masks will be mandatory. Compliance is required for entry.
 - ❑ Screening and contactless temperature checks for staff and members upon entrance to the facility.
 - ❑ Plexi-glass protective shields will be added to our service desks.
 - ❑ COVID-19 liability waivers will be emailed and available at the Front Desk.

Locker rooms

Locker rooms allow members to have convenient self care before and after their workouts. It has always been a focal point of our cleaning protocols and will have heightened cleaning and disinfecting throughout the day with EPA-registered, virus-killing disinfectants.

- ❑ Lockers & showers will be available, maintaining 6 feet distancing in all common areas.
- ❑ Towel Service is temporarily suspended, please bring your own towels.
- ❑ Sauna and steam rooms will not be available.
- ❑ Locker rooms/Restrooms will have designated staff for continuous sanitation throughout the entire day.
- ❑ All locker rooms will be "fogged" with an electrostatic sprayer each night.
- ❑ The Family Locker Room will be reserved for parents with young children only. All members 13 and older must use the Men's or Women's Locker Room.



Fitness center

In addition to the regular cleaning schedule, a “clean team” will come in every three hours (or based on volume) to disinfect equipment and mats. Measures are also being taken to help practice social distancing.



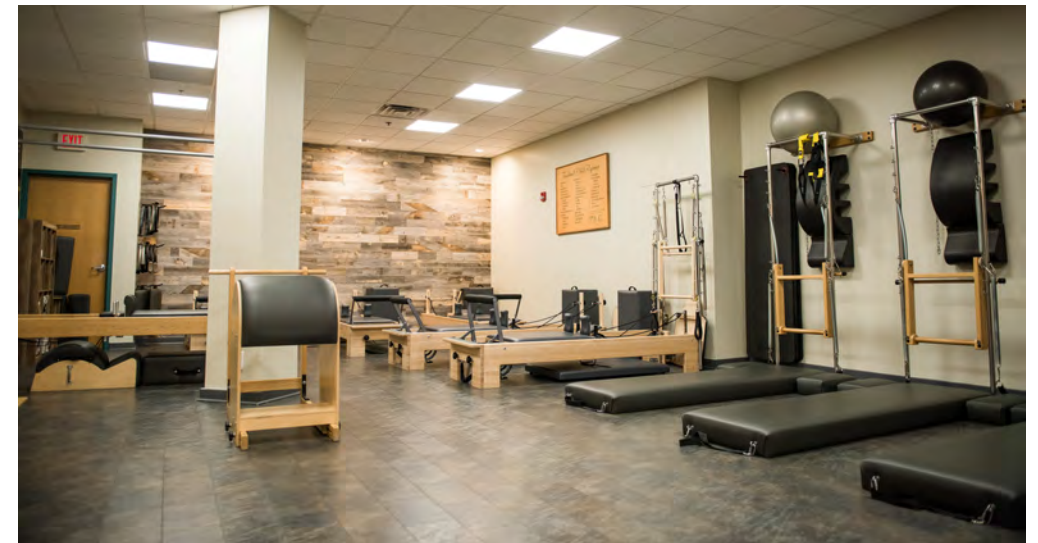
- ❑ Face masks are required to be worn by all members and staff while in the facility **AT ALL TIMES** (except when doing so would inhibit the individual's health during strenuous activity or where the individual is under 2 years of age).
- ❑ Equipment will be spaced or marked for social distancing.
- ❑ Sanitation Stations will be located throughout for easy access to sanitation wipes and hand sanitizer.
- ❑ HealthGuards will be monitoring to ensure all members and employees are following proper safety protocols.
- ❑ Members are expected to keep six feet of distance from other individuals on the fitness floor.
- ❑ Disinfecting intervals scheduled regularly.
- ❑ All Towel Service is suspended, please bring your own towels.

RESERVATIONS ARE NOT REQUIRED IN THIS AREA DUE TO LARGE CAPACITY, EVEN UNDER MANDATED LIMITATIONS.

Studio fitness

Understanding the importance of Group Fitness in the HQ community, we created ways to maintain the connection, energy and inspiration from others while maintaining social distancing. Nearby signage will act as friendly reminders for distancing and hygiene standards; instructors will enforce before and after class.

- ❑ All Towel Service is suspended, please bring your own towels.
- ❑ Members are asked to bring their own Yoga/Pilates mats, water and towels.
- ❑ All classes will have a reservation system through the HealthQuest Fitness App or Member Portal to allow for proper planning.
- ❑ Capacity in each studio will be modified by the square footage of the room- reducing occupancy. All rooms will provide a minimum of 6-10 feet distancing.
- ❑ Instructors and HealthGuards will clean and disinfect the floors, handles and touch screens after each class.
- ❑ Each studio will have sanitation stations for cleaning equipment, mats and hand hygiene.
- ❑ Each studio will be “fogged” with an electrostatic sprayer and disinfectant mid day and night.



MAX CAPACITY BY STUDIO SPACE

| | |
|--------------------------------|----|
| Studio 1 (formerly Mind/Body): | 10 |
| Preva Fitness Studio: | 6 |
| The Wheelhouse (Spin): | 10 |
| The Pulse (Ex 2): | 16 |
| Prana Studio (Yoga): | 10 |
| The Pilates Studio: | 5 |
| The Turf (Bluesky): | 25 |

Preva Studio

Max Capacity: 6

We understand the need to go above and beyond to make our at-risk populations feel safe in the facility. With that, we will be designating the Preva Studio as a location reserved for highest risk populations only. This room allows for an additionally-controlled space to create a higher level of comfort for at-risk individuals should they choose.

- ❑ Signage will indicate that the room is reserved for at-risk populations only.
- ❑ Continuous sanitation by both Members and Staff adhering to HealthQuest club-wide sanitation schedule.
- ❑ Continuous monitoring of space by HealthGuards and Clean Teams for Member compliance.
- ❑ All Towel Service is suspended, please bring your own towels.
- ❑ A sanitation station for cleaning equipment and hand hygiene will be setup in the studio.
- ❑ Each studio will be “fogged” with an electrostatic sprayer and disinfectant mid day and night.



Indoor Track

Our Indoor Track is ready and waiting to welcome you back. There will be new temporary Track Rules posted at the entrance to the Indoor Track. We've utilized track space to enhance social "fitnessing" with equipment and new programming to reduce overcrowding.

- Runners/Walkers must use inner (Walk) lane.
- No children under 13 allowed on Track.
- Please be aware that Camp is occurring below, following all CDC and mandated camp guidelines.
- No group walking/running is allowed.
- Maintain 6-foot distancing when possible and pass on the outside.



Indoor Pool

Our Indoor Pool is ready and waiting to welcome you back. Our on-site Certified Pool Operator and Aquatics Director will continue to follow and exceed Board of Health requirements and CDC guidelines to ensure your safety.

- ❑ Face masks must be worn while not in the pool or when social distancing cannot be maintained, unless doing so would inhibit the individual's health. Lifeguards should not wear face masks while on duty.
- ❑ Lap swim available with one person per lane.
- ❑ Therapy Pool available with a reduced capacity of 3 individuals, maintaining 6 feet distancing.
- ❑ Open swim, swim team, swim lessons are permitted to resume. Please refer to indoor pool schedules.
- ❑ Capacity restrictions will be implemented in all aquatics areas.
- ❑ Discontinued use of shared equipment and toys.
- ❑ Hourly sanitation of all high-touch surfaces with EPA-registered, virus-killing disinfectant.
- ❑ New sanitation stations will be located on the pool deck.



HQ Café

We have increased all sanitation protocols provided by the CDC and will continue to provide café food and beverage service in alignment with the department of health.

- ❑ The cafe will begin it's re-opening with "grab and go" and pre-packaged items.
- ❑ All employees will be required to wear gloves and masks.
- ❑ Continuous scheduled disinfecting of all shared surfaces every 30 minutes.
- ❑ Social distancing guidance if a line forms.
- ❑ When dine-in eating is allowed, tables will be spaced to be six feet apart so families can eat together and be spatially distanced from others.
- ❑ Tables and chairs will be cleaned and sanitized after each use, with interval disinfectant scheduled every 3 hours.
- ❑ To allow for additional cleaning practices, operating hours may be modified.



The Swim Club

ENHANCED STANDARDS

Following all guidelines provided by the CDC and Board of Health, we will continue to provide a safe and healthy outdoor space the same as inside, following spatial distancing and new disinfectant protocols.

- ❑ COVID-19 Screening questions will be asked before members enter the Swim Club
- ❑ All Towel Service is suspended, please bring your own towels.
- ❑ A cloth face covering is strongly encouraged for all individuals over the age of 2 on the pool deck, when six-foot social distancing is not possible.
- ❑ Reduced capacity restrictions will be implemented for pool and pool deck.
- ❑ Continuous scheduled disinfecting of all shared surfaces every 30 min.
- ❑ Social distancing guidance if a line forms at the entrance or rest rooms.
- ❑ Members will be escorted to groups of chairs on a first come, first serve basis.
- ❑ Loungers and chairs will be spaced to be six feet apart so families can be together and be spatially distanced from others.
- ❑ Loungers will be cleaned and sanitized after each use.
- ❑ Pool toys are permitted, please refrain from sharing water play equipment with others except for immediate family members, caretakers, or household members. HealthQuest will not provide Aqua Joggers or toys.
- ❑ The Swim Club Café will not be open. Coolers are permitted; glass containers are strictly prohibited.
- ❑ Restrooms, changing rooms, and outdoor showers will be available, foot coverings must be worn.
- ❑ Mister Twister – Flume Waterslide – CDC Guidelines prohibit operation at this time.



Guests will not be permitted at the start of the 2020 Swim Club season. This policy is due to the strict capacity guidelines set by the State of New Jersey. If capacity guidance changes during the summer, we will reevaluate our guest policy. Should you wish to upgrade your membership to include more family members, please contact Membership Services at (908)-782-4009 x230 or email togneri@hqfit.com.

For a complete list of all 2020 Pool Rules and Policies please visit our website hqfit.com/aquatics/outdoor-pool

Childcare + youth programming

As a family friendly club, we understand how important it is to feel safe bringing your little ones with you while you exercise. Enhanced protocols will be implemented consistent with CDC guidelines, cleaning practices and social distancing. We will utilize other spaces within the club to accommodate more children while complying with spatial distancing recommendations.

- ❑ Childcare will be reservation only through the HQ app/member portal to allow for proper planning.
- ❑ Capacity in each space will be defined by the square footage of the room- reducing occupancy.
- ❑ Toys that are not easily cleaned will be removed from the space.
- ❑ To allow for social distancing and additional cleaning practices, activities and operating hours may be modified.
- ❑ Recreational youth programming classes will resume in early October, with program registration mid to late September.
- ❑ Social distancing will be practiced during check-in/check-out, including the use of floor markers and friendly signage as reminders within KidQuest and KidZone areas.



Camp

When our summer camp programs begin, they will run with all necessary government-recommended safety protocols in place. It is important to us to be able to offer this service for parents in need while maintaining a safe environment for children to enjoy.

- ❑ Health Checks for Staff & Campers
- ❑ Special Camp Entrance & Pre-entry Screening
- ❑ Smaller, Regulated Camp Groups
- ❑ Appropriate Cleaning & Sanitation Schedule following overall Club plan
- ❑ Increased Staff Training and Camper Orientations
- ❑ Increased Communication to Parents above our already High Standard
- ❑ All Drop-off/Check-in Done Outside the Building
- ❑ Only Pre-registered Campers Allowed – No Walk-ins



*BASED ON GOVERNMENT GUIDELINES, WE WILL UPDATE OUR PROCEDURES AS NECESSARY TO PROVIDE THE UTMOST SAFETY FOR STAFF AND CAMPERS.



HEALTHQUEST

FITNESS CLUB

We can't wait to welcome you home.