MAY 5, 2020 PRESENTATION
TO THE GOVERNOR’S ECONOMIC REOPENING TASKFORCE
TO REOPEN HEALTH CLUBS AND GYMS IN MAY
HIGH LEVEL REQUIREMENTS FOR PRIVATE HEALTH CLUBS AND GYMS TO REOPEN IN MAY

Commissioner Caswell and Members of the Governor’s Economic Reopening Task Force: Thank you for the opportunity to present on behalf of NH health clubs, gyms, and sport centers. Keeping our community healthy and facilities sanitized has always been at the core of our business. Please find below a collective set of data points for consideration when “flexing” to safely reopen our businesses in May.

1. Facilities that can reopen may choose not to reopen if they are unable to follow or execute the mandated guidelines or have other business reasons for not opening.

2. Only facilities that have front desk check-in capability and control will be allowed to participate in a May opening, and the hours of operation will be limited daily from 5:00am to 10:00pm with proper staff at all times.

3. Employees will be protected with proper PPE, and a procedures document will be provided to all employees for proper protection and guidance.

4. Private facilities have existing relationships with their members and customers, and each member must check-in prior to using the facility. Upon check-in, each member will be educated on the distancing and occupancy changes prior to using the facility.

5. Sanitation is already institutionalized in our facilities as a normal course of operation, but a higher standard must and will be enforced until the Covid-19 crisis is over.

6. Occupancy will be reduced by 50% in all open areas of the facility.

7. All cardio and weight rooms will require 8 ft. distancing between exercise equipment with adequate staff to ensure compliance.

8. Group exercise classes must be limited to 50% occupancy and 1 person every 10 ft. per participant for distancing.

9. All small spaces including saunas and steam rooms will remain closed; only showers, lockers, and restrooms will remain open with social distancing required.

10. All areas and courts that offer contact sports, such as basketball and racquetball will remain closed.

11. Pools will open at 50% occupancy provided pool attendants are present to ensure compliance for social distancing in the pool and on the pool deck. (Chlorine and Chloramines in the air kill the Covid-19 virus.)
12. All facilities will have touchless thermometers available, and each member that checks-in will be asked to have their temperature voluntarily taken.

13. Each facility will be required to provide the appropriate PPE at all times for staff and/or customers as needed.

As an industry group, we will continue to work with the state to evaluate our ongoing operations to modify these requirements for phase 2 and phase 3 of the federal and state reopening plans.

FORMAL JUSTIFICATION TO REOPEN IN MAY.

1. Our businesses, as opposed to many others, have an ongoing relationship with our members and customers. Access control is beyond that of a typical retail setting with access control applied at each visit.

2. Through our existing customer management software, our businesses have the ability to easily count and manage the number of members in our building, including the ability to adhere to mandated occupancy and distancing requirements by space as needed. Our existing systems also allow us to easily schedule and stagger appointments, and we can provide a list of members and customers in our building across requested time periods, if required.

3. Disrupting a pattern of exercise reduces one’s ability to maintain wellbeing, including emotional/mental health and the ability to boost one’s immune system.

4. Our businesses offer critical support for pre and post patient therapy after a medical incident or prior to medical treatment.

5. Unlike many other businesses, health clubs and gyms can easily rearrange their floor plans to meet the required occupancy and social distancing mandates.

6. Health clubs traditionally practice good sanitation and disinfection in their daily operations. Increasing these business practices for a May opening is not an issue and can easily be executed. We believe we are far better equipped to maintain sanitization compliance within all public areas of our facilities than most retail operations.

7. Our staff will advise and assist in keeping our members healthy by showing members how to properly use onsite disinfectant wipes, hand sanitizers, and disinfection stations pre and post exercise at the facility and at home.
8. State IDs are required to become a member. Guests will not be allowed to access our facilities; only existing members will be allowed access. Any new members must be NH residents until all state restrictions due to Covid-19 are lifted.

We are recommending and requesting that only those health clubs or gyms that do not service transient customers and can meet all of the mandated sanitization, employee, occupancy, and distancing guidelines be allowed to open in May.

We thank you for your consideration.

Michael Benton  
President/CEO GENAVIX Corporation  
www.GENAVIX.com  
Owner, Executive Health & Sports Center  
www.EHSC.Com  
Owner, Express Fitness  
www.ExpressfitnessNH.com  
Owner, NH Sportsplex  
www.nhsportsplex.com  
603-668-4753 Businesses  
603-661-3403 Cell
PROPOSED COMPLAINE FOR HEALTH CLUBS & GYMS TO OPEN IN MAY

The fitness industry (health clubs and gyms) in the state of NH is respectfully requesting that we be allowed to reopen using the proposed occupancy, distancing and sanitization and all other safety requirements and mandates listed within this document. We also expect to comply with strict adherence to the following federal and state guidelines web sites below.

U.S. Centers for Disease Control and Prevention (CDC), Equal Employment Opportunity Commission (EEOC), Occupational Safety and Health Administration (OSHA) US Food and Drug Administration (FDA).

Employee Protection

1. Health club employers must provide front desk and point-of-sale PPE protection and provide floor markings outlining distancing between customers and employees.
2. Health clubs and gyms will not accept cash and all employees will not handle cash.
3. Health club and gym employers must implement employee education and post onsite documentation and training around safe practices as it relates to hygiene, sanitation, and illness policies outlined in the Universal CDC Guidelines for all New Hampshire Employers and Employees.
4. Health club and gym employees must be screened as outlined in the Universal Guidelines for All New Hampshire Employers and Employees.
5. Health club and gym staff must be issued (depending on their function) latex/non-latex gloves, eye protection (goggles or face shields), cloth face coverings, and/or other appropriate protective equipment. Cashiers and customer service representatives must wear, at a minimum, a cloth face covering.
6. Employees will remain 6 feet apart from each other at the front desk and throughout the facility, and specifically at point-of-sale locations.

Employee Protective Measures

1. Reusable or one-time use masks, hand sanitizer, and/or disinfectant solution will be provided to all employees to be used or worn if desired or required.
2. Employees will also have the option to provide their own personal protective equipment.
3. Plexiglas protective shields will be added to service desks as needed.
4. Shifts will be staggered to eliminate employees congregating.
5. Touchless and/or disinfecting protocols will be implemented for time clock stations throughout the facility.
6. Hand washing will be required before the start of shifts and as needed throughout shifts.
7. Employees will be permitted and encouraged to take breaks outside, in an office/personal workspace, or in an area where proper social distancing is attainable.
8. Employees will be prohibited from gathering during working hours.
9. Teleworking and virtual meetings will be scheduled whenever possible.
10. Handshaking and other person-to-person contact will be prohibited.
11. Signage will be posted reminding employees to wash hands and practice proper hand hygiene throughout the workplace.
12. Disinfectant and sanitation products will be provided for employees to clean their workspace, equipment, and tools.

Access

1. Health clubs and gyms are open to existing members or residents of New Hampshire only and no member guests or guest passes will be honored. NO out of state new memberships will be allowed to join until all Covid-19 restrictions are lifted.

Facilities

1. Each member will be required to check-in to validate access and will be asked to voluntarily have their touchless temperature taken prior to entering the facility.
2. Each area of the health club or gym will reduce their occupancy by 50% or more and will have staff in each area to ensure compliance.
3. Prior to opening, health club and gym floor plans must be adjusted to keep a minimum of 8 feet distance between members who are exercising at all times.
4. All areas unable to comply to the occupancy or distancing requirements, such as dry saunas, steam rooms, and racquet ball and basketball courts will remain closed.
5. Indoor pools can reopen provided staff is present to ensure social distancing inside and outside of the pool. (Note: chlorine and chloramines kill Covid-19)
6. Playgrounds and childcare services will remain closed.
7. All facilities will follow the health club and gym pre and post policies and procedures defined below.
8. Capacity will follow the limitations provided by the state and local government at all times.
9. Spatial distancing of a minimum of 6 feet throughout the facility will be practiced, and a minimum of 8 feet while exercising.
10. A minimum of 8 feet of separation will be in between each piece of cardio and weight training equipment.
11. Group fitness studios will have limited attendance based on studio size; a minimum of 9 feet will be allocated per person.
12. Each group exercise activity will utilize a front desk and reservation system for capacity management.
13. Social distancing will be guided using decals on the floor to denote where members should
stand to ensure appropriate distancing.

14. Areas will be staffed during all hours of operation to enforce guidelines in each space.
15. One-on-one training will be conducted with the trainer remaining 8 feet apart from the member at all times.
16. Members who do not comply after one warning will be asked to leave the facility. Members who have repeat offenses will not be able to access the club until all Covid-19 mandates are lifted.

Equipment

1. Cleaning and disinfecting of equipment, member use items, and surfaces
2. Each member will be required to clean and sanitize equipment after each use with anti-bacterial cleaner.
3. Areas will be staffed during all hours of operation to enforce guidelines in each space.
4. Members who do not comply after one warning will be asked to leave the facility. Members who have repeat offenses will not be able to access the club until all Covid-19 mandates are lifted.
5. All equipment and surfaces will be cleaned and disinfected at regular intervals based upon club usage with approved disinfectant by club staff at a minimum of every 4 hours during operations and once upon closing the facility.

Locker Rooms and Common Area Spaces

2. All locker rooms, restrooms, and high touch areas will be cleaned and disinfected hourly with approved disinfectant by club staff. All other member accessible and common areas will be cleaned and disinfected every 4 hours during operations and after closing the facility.
3. One or more hand sanitizer stations will be available at all fitness stations where signage will be posted for social distancing and disinfection protocols.
4. All facilities will be cleaned and disinfected in a manner and frequency prescribed by the CDC.
5. All ancillary health club and gum activities that make social distancing impossible are prohibited.
6. 

Business Process Adaptations

1. New memberships can only be sold to NH residents that live within a 10 mile radius of the facility; walk-ins and all member guests are prohibited.
2. Check in: All individuals checking in will be educated on the facility’s new occupancy, distancing, and sanitization policies and will be asked to strictly comply. Each member will be asked if they are well and if they wish to have their temperature taken using a touchless temperature device prior to entering the
3. The facility will not be allowed to take cash, and plastic cards will be handled by customers only for payment of services.

4. Retail operations must follow Universal Guidelines for All New Hampshire Employers and Employees and all guidelines for retail establishments.

5. Hours of operations are limited from 5:00am to 10:00pm daily and staff must be present at all time.

6. All ancillary health club and gym activities that make social distancing impossible, such as camps and childcare, are strictly prohibited.

7. A health club and gym policies and procedures document with employee guidelines and check lists are available and is required for downloading by each facility that chooses to reopen.
COVID-19 Policy & Procedure Protocols for Health Clubs & Gyms:

Origination: 04/2020
Effective: 05/2020

Cleaning and Disinfecting of Health Club Facilities to Eradicate and Prevent the Spread of the Covid-19 Virus

SCOPE:

This document addresses the sanitation, cleanliness and ongoing operation of a multiple sport, multi-faceted health club facility typically 40,000 sq. ft. or more. A health club offers memberships to individuals, families and employers that include social and health and wellbeing programs and services that go far beyond just fitness and the cleanliness of a gym. A health club offers wellness, lifestyle, sports training, camps, childcare services, aquatics, social dining areas and other services that must also be accounted for. This document will address what is practical as well as what is required to safely reopen a health club or gym in phases with full compliance to prevent the spread of the Covid-19 virus. The primary area of focus is ongoing sanitization and cleanliness within a health club before, during and after it operates. The scope will focus on fitness areas, but will also address indoor and outdoor areas, such as sport training areas, kids’ camps, pools, hot tubs, tennis, wet and dry saunas, running and walking areas, social settings, and dining areas with and without alcohol. The primary goal of this document is to provide the required policies and procedures to safely open and operate a health club in its entirety, or in sections, to ensure the eradication and management of the Covid-19 virus pre and post opening.

We understand that there will be a phase implementation for reopening and not all areas will be allowed to re-open at the same time. For both current and future guidance this document covers all areas of both a health club and gym with the assumption that all areas are open.

HEALTH CLUBS AND GYM TYPES:

There are fundamental and significant differences between a “health club”, a “gym”, and a fitness studio. Health clubs provide amenities such as bodies of water, large open areas for sports training, wellness education, indoor and outdoor food/beverage, and other recreational activities including summer camps and family activities. Gyms provide individual fitness services and fitness studios provide by-the-drink fitness classes.

Health clubs and gyms offer controlled access to their facilities in normal operations; this will allow our facilities to educate and control all capacity and distancing guidelines prior to allowing access to our facilities. We also have close relationships with our customers/members as they visit multiple times per week. Our staff will educate and hold accountable all members to adhere to sanitization, distancing and occupancy guidelines on a daily basis by our staff.

A health club’s approach to reopening under the mandated phase approach by the federal government and our state is drastically different then a plan to reopen a gym or fitness studio. The scope of this document is much larger than just fitness as it will address the multiple areas within a health club that
should allow for areas to reopen much sooner than others based on the type of program and service offered well beyond fitness only areas.

A health club (a YMCA or an independently owned facility such as the Executive Health & Sports Center) has at least one “gym” area onsite with one or more studio fitness areas that are self-contained. These areas may include a Pilate’s studio, a cardio studio, and multiple fitness areas that are also self-contained. If a facility offers sports training, bodies of water, health and wellbeing services, and family lifestyle amenities, it is considered a health club rather than a gym or fitness studio. These amenities include, but are not always limited to, the following.

a. Swimming pools (indoor and or outdoor)
b. Spa treatment rooms
c. Cafés, restaurants, event space or social areas (indoor and or outdoor)
d. Education spaces
e. Large fitness group class spaces
f. Medical or healthcare space
g. Sport courts, fields, and recreation surfaces and spaces (indoor and or outdoor)
h. Retail spaces
i. Office spaces
j. Large venue communal areas
k. Kids’ camp and childcare areas

A gym (Planet Fitness, for example) is typically defined as an indoor open boxed area under 40,000 total sq. ft. Members of a gym exercise using weights, cardiovascular machines, and in some cases, attend group exercise classes without instruction unless purchased in advance. Signing up as a paying monthly member or longer (no longer than one year in NH) is required with amenities that may include:

a. Locker rooms
b. Showers, steam room, sauna, hot tubs
c. Childcare
d. Fitness studios
e. Fitness areas
f. Tanning beds and massage chairs/beds
g. Smoothie bar or light food and beverage
A fitness studio (Orange Theory, for example) is typically defined as an indoor fitness area about 5,000 sq. ft. that offers specialized exercise classes such as yoga, Barre, cardio boot camps, etc. These classes are offered within a scheduled number of hours per day and are paid for by the class on a first-come, first-served or scheduled basis. Most studios do not require a membership and will service transients without requiring a membership. Once the class ends, a new class begins or the studio remains idle without fitness activity. Amenities may include:

a. Fitness room or stretching area
b. Small locker rooms
c. Front desk and smoothie bar area
d. Small retail shop

PURPOSE:
The purpose of this document is to create policies and procedures that defines the required standards for cleaning, sanitation, and disinfection prior to reopening and during the operation of a health club. The goals and objectives within this document are to eradicate and prevent the spread of the Covid-19 virus and all other known and controlled viruses. This document will define the materials, practices, measurements, and controls for procedures, best practices, and policy implementation for health clubs in NH.

POLICY:
For years, the health club industry has been dedicated to minimizing the risk of health club associated infections related to improperly cleaned and disinfected equipment, spaces, and surfaces. Soiled equipment, spaces, and environmental surfaces can be sources of contamination by hand or other objects used by our customers which may transmit infectious diseases within a health club. Additionally, we are committed to reducing the risk of human to human infection. Therefore, we will comply and follow the policy and procedures found within this document to support the phased reopening and ensure that all recommended aspects for disinfecting and prevention are applied pre and post reopening to eliminate and prevent the spread of the Covid-19 virus.

APPROACH:
When implementing a phased pre-opening approach (and prior to focusing on heavily used areas), we will first focus on common areas of the facility and progress to the amenity areas. This will allow health club operators to focus on simplifying compliance and implementation of proper social distancing and to offer protection in all common areas. We will do so in concert with the CDC and federal guidelines. Examples
include having only one chair at tables, separating tables six feet apart (as mandated) using floor stickers, and posting signage to guide customers to provide six feet of separation in common areas. Once common areas are addressed, other areas of the facility and operation will be addressed based on immediate need for reopening under the three phases below.

a. Phase 1 – Restricted amenities, spaces, and capacities  
b. Phase 2 – Restricted gathering sizes and capacities  
c. Phase 3 – Open all areas of the facility with required restrictions  
e. Phase 4 – Continue to maintain with no restrictions

During each phase, the following procedures will be memorialized and executed as policy for reopening, and each operator may be expected to comply and report their execution and compliance in report form to the state.

PROCEDURES FOR OPENING, CLOSING, OPERATIONS AND SANITIZATION

1. Access Control

   I. Employees and members can be screened and evaluated before entering the facility.

      a) Individuals who exhibit signs of illness, such as a fever over 100.4 degrees Fahrenheit, cough, or shortness of breath will be asked not to enter the facility and to seek medical attention.

      b) All members and employees will follow local, state, and federal regulations pertaining to personal protective equipment (PPE) requirements to access the facility.

      c) Touchless access will be made available via a personal scan card or cell phone/app check-in process.

      d) All high touch access points will be cleaned after each use.

   II. Employee Protective Measures

      a) Reusable or one-time use masks, hand sanitizer, and/or disinfectant solution will be provided to all employees to be used or worn if desired or required.

      b) Employees will also have the option to provide their own personal protective equipment.

      c) Plexiglas protective shields will be added to service desks as needed.
- Touchless and/or disinfecting protocols will be implemented for time clock stations throughout the facility.

d) Shifts will be staggered to eliminate employees congregating.

e) Hand washing will be required before the start of shifts and as needed throughout shifts.

f) Employees will be permitted and encouraged to take breaks outside, in an office/personal workspace, or in an area where proper social distancing is attainable.

g) Employees will be prohibited from gathering during working hours.

h) Teleworking and virtual meetings will be scheduled whenever possible.

i) Handshaking and other person-to-person contact will be prohibited.

j) Signage will be posted reminding employees to wash hands and practice proper hand hygiene throughout the workplace.

k) Disinfectant and sanitation products will be provided for employees to clean their workspace, equipment, and tools.

2. Facility Capacity Management and Sanitization

I. Capacity

Capacity will follow the limitations provided by the state and local governments.

Spatial distancing of a minimum of 6 feet or more throughout the facility will be practiced, if required:

a. A minimum of six plus feet of separation will be in between each piece of cardio equipment.

b. Group fitness studios will have limited attendance based on studio size; a minimum of 10 feet will be allocated per person.

c. Each group activity will utilize a reservation system for the max capacity.

d. Social distancing may be guided using decals on the floor or walls to denote where members should stand to ensure appropriate distancing.

e. Areas will be staffed during all hours of operation to enforce guidelines in each space.

f. Members who do not comply after one warning will be asked to leave the facility. Members who have repeat offenses will not be able to access the club.

II. Storage of Equipment and Self Care Items
a. Only clean equipment should be placed back on a storage rack or in a container to be ready for the next use.

b. Mats will be provided by the members. Club owned mats will be cleaned after each use by the member or by staff on a regular basis.

c. Only soiled towels will be stored in the laundry room.

d. Clean towels will be stored in clean storage locations.

e. Hairdryers and locker room toiletries (except shampoo, conditioner, and body wash) will be eliminated.

f. All cleaning agents and/or disinfectants should be registered with the EPA, approved by management, and recommended by the CDC, WHO, or state health department.

III. Cleaning and Disinfecting of Equipment, Member Use Items, and Surfaces

a. Each member will be required to clean and sanitize equipment after each use with anti-bacterial cleaner.

b. Areas will be staffed during all hours of operation to enforce guidelines.

c. Equipment, surfaces, locker rooms and other member accessed spaces will be cleaned and disinfected at regular intervals based upon club usage with hospital-approved disinfectant by club staff at a minimum of every 4 hours during open hours.

d. Disposable, pre-moistened disinfectant wipes can be used. Lids should be kept closed to prevent the wipes from drying. Follow the disinfectant’s instructions for use for appropriate wet time to ensure proper disinfection. Check that the product is not expired.

e. Follow manufacturer’s instructions for proper dilution and wet times for cleaning or disinfectant solutions. Only clean cloths and mops should be used with cleaning solutions. Do not use cleaning solution after contact with soiled equipment or surfaces.

IV. Cleaning Procedure

a. Remove and discard all disposable materials.

b. Manually remove visible foreign material or bio-burden (e.g., body fluids, gels) with a damp cloth or disinfectant wipe.

c. Discard the cleaning cloth into the laundry or disinfectant wipe into the garbage after use.
V. Disinfecting Procedure

a. Wipe down all exterior surfaces with approved CDC disinfectant.

b. Ensure surfaces stay wet for the appropriate time according to the disinfectant's instructions to ensure proper disinfection.

c. Allow surfaces to air dry or wipe with a clean cloth once wet time has been met.

d. In the absence of a manufacturer's cleaning instructions:
   i. Clean equipment surfaces with a CDC approved disinfectant.
   ii. If there is a concern for surface incompatibility, the surface can be wiped with a clean, moist cloth after disinfectant contact time has been achieved.

VI. Specialized Equipment and Space Cleaning Requirements and Group Fitness Studios and Equipment

a. Floors will be cleaned with hospital-grade disinfectant, and door handles and music displays will be cleaned and sanitized by sanitation wipes by the instructor at the end of each class.

b. Microphones will not be shared. Instructors will need to use their own microphone or use a personal microphone cover, if a company chooses to provide them, or not use a microphone during class.

c. Doors will remain open to increase air flow until class begins. Instructors will close and open doors at the end of class.

d. Class schedules will be created with a recommended 30-minute break in between each class to allow for exit, cleaning protocols, and a safe entry for the next class to eliminate congregation before and after classes.

e. Members are required to clean all equipment and weights used in class with sanitation wipes provided. Members should bring their own mat for each visit.

f. Instructors will direct members to gather equipment and return equipment one-by-one to avoid grouping near the equipment storage space.

g. Instructors will enforce guidelines in each space to ensure proper cleaning.

h. Members who do not comply after one warning will be asked to leave the facility. Members who have repeat offenses will not be able to access the club until all Covid-19 restrictions have been lifted and all operations have returned to normal.

i. The housekeeping team will disinfect fitness equipment twice per day with an electrostatic disinfection sprayer or comparable cleaning process and system.
VII. Café/Eatery (indoor take-out and outdoor seating/dining)

a. Stay at home 2.0 restaurant guidelines will be followed.

b. As an extension of the curbside and delivery model, restaurants are permitted to offer outdoor dining beginning on Monday, May 18, 2020. Restaurants are permitted to expand outside wherever an outdoor area can be set up safely, such as parking spaces close to entrances, sidewalks, existing patios, lawn areas. Outdoor areas must be able to be cleaned and disinfected, as appropriate. The outdoor space must be clearly delineated and distanced from the general public. If expansion is in a shared space, restaurants must coordinate and seek approval from local authorities.

c. Seated indoor dining is not permitted.

d. Tables for outdoor seating must be limited to no more than six (6) guests per table.

e. Tables spacing must be maintained so people sitting at adjacent tables are more than 6 feet apart, and to allow employees/servers to stand back 6 feet from a group’s table (e.g. when taking an order) and still maintain a minimum of 6 feet from other adjacent tables.

f. Reservations or call ahead seating is required to promote social distancing and prevent groups of guests waiting for tables. Establishments may use a text alert system to alert guests of available seating, an intercom system for guests waiting in their vehicles, or only one member of the party being allowed to wait in the waiting area for their table to be ready.

g. Reservations should be staggered to prevent congregating in waiting areas. Waiting areas should build in social distancing so customers and employees are spaced at least 6 feet apart (either through spacing of seating while waiting, or demarcation’s on the floor).

h. Bar seating areas must remain closed.

i. Signage must be prominently posted throughout the venue to ask customers if they are experiencing COVID-19 symptoms, including:

j. Fever

k. Respiratory symptoms such as sore throat, cough, or shortness of breath

l. Flu-like symptoms such as muscle aches, chills, and severe fatigue

m. Changes in a person’s sense of taste or smell
n. If you answered yes to any of these questions, please do not put our employees and other guests at risk and come back another day when you feel better.

o. Customers should be asked to bring and wear a cloth face covering when entering and exiting a facility to protect other patrons and employees during the seating and exiting process, or when getting up to use the restroom. Cloth face coverings are not required while a customer is seated and dining outdoors.

p. Alcohol-based hand-sanitizer must be made readily available at the reception desk for both customers and employees

VIII. Personal Training Appointments

a. Personal trainers and members will be required to wash their hands before and after each session.

b. Gloves and masks will be available to use if desired or required.

c. Sessions will be scheduled in designated locations throughout the club to lessen the amount of equipment and reduce contact with other members.

d. After each client session, the training area, including the floor and equipment, will be cleaned and disinfected with hospital-approved disinfectant.

e. Group sessions will be held with a minimum of 10 feet of space in between each participant and instructor.

IX. Locker Rooms (shower, steam, sauna)

a. A locker room attendant will be staffed full-time to monitor and clean during all hours of club operations.

b. Members will be encouraged to bring their own bath towel.

c. Gloves and masks will be available to use if desired or required.

d. Steam room and saunas will be available for two members at a time unless otherwise noted by the CDC

e. Hand sanitizer stations will be available outside of entrances.

f. Sanitizing wipes will be available to clean lockers and keypads.

g. Sanitizing wipes will be available to clean lockers and keypads.
X. Communal Areas
   a. Furniture will be moved or repositioned to allow for six feet of space between tables and chairs.
   b. Fliers and tabletop décor will be removed.
   c. Communal areas will be cleaned and sanitized every two hours with hospital-approved disinfectant.
   d. Water fountain capability will be restricted and water bottle refill stations will only be available.
   e. Members will be required to sanitize spaces after each use with sanitation wipes provided.
   f. Hand sanitation will be available at entrances and exits throughout the club and the main entrance of the facility.
   g. Proper air flow and exchange through the HVAC system will be ensured with a minimum of 6 exchanges per hour.
   h. Installing Ultraviolet fans or air filtration systems to sanitize the air is recommended.
   i. Touchless actions will be provided when possible (touchless doors, water fountains, soap dispensers, etc.)

XI. Member Communication
   a. Each member will be stopped at the front desk and will be informed of all sanitization, distancing, and occupancy requirements prior to entering the building.
   b. All membership accounts will receive email notifications of new protocols and expectations for club use.
   c. All new capacity, cleaning, and PPE requirements will be updated on the club’s website, if applicable.

XII. Staff Training
   a. All employees will be retrained on proper cleaning, sanitizing, and disinfecting procedures for each area of the facility.
   b. All employees will receive new training to address handling conflict, difficult conversations, and creating a “best work environment” to reinforce new employee and member expectations.
c. All employees will receive training on proper hand hygiene as well as proper mask and glove application and removal.

d. Management will create an ambassador team that will be responsible for communicating with members to enforce policies, and for conducting and recording quality checks during shifts.

3. SOURCE

We ask that the state’s Health and Human Services organization review this document for approval. This document’s foundation is based on trusted and known sources of information, such as the CDC and N.H. Health and Human Services. We have also relied on other forms of practical implementation and processes and procedures found within the hospital and hotel industries (i.e., Hilton, Marriott and Wynn industries). All documents used for references are available upon request.

4. COMPLIANCE

Compliance, progress, and execution reports for compliance within this policy and procedures document has been sent to the state. The below slide deck was also sent to the task force.