



COVID-19 SAFETY PLAN

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PROTOCOLS

STEP ONE: ASSESS THE RISK AT YOUR WORKPLACE

The virus that causes COVID-19 spreads in several ways. It can spread in droplets when a person coughs or sneezes. It can also spread if you touch a contaminated surface and then touch your face. The risk of person-to-person transmission increases the closer you come to other people, the more time you spend near them, and the more people you come near. The risk of surface transmission increases when many people contact the same surface and when those contacts happen over short periods of time.

Involve workers when assessing your workplace.

Initial assessment: Assessed by Lindsay Player, Jodi Hensel, and Will Sutherland on May 19, 2020

Secondary assessment: Assessed by Lindsay Player during the second wave of COVID-19 in November.

Tertiary assessment: Assessed by the Fitness Team (Lindsay Player and Chanterelle Arbic) December 2020 and January 2021.

Quaternary assessment: Assessed by the Lindsay Player and Jodi Hensel on April 8, 2021

Identify areas where there may be risks, either through close physical proximity or through contaminated surfaces. The closer together workers are and the longer they are close to each other, the greater the risk.

We have involved frontline workers, supervisors, and the joint health and safety committee (or worker health and safety representative, if applicable).

1. We have identified areas where people gather - break rooms, production lines, and meeting rooms.
 - Kitchen, Refuel Café, second floor lounge area, regeneration room, CSI lab, third floor lounge, boardroom, resource room, bathrooms (three floors), change rooms, gym, fitness centre, Erg Centre, The Clinic, classrooms, Movement studio
2. We have identified job tasks and processes where workers are close to one another or members of the public. This can occur in your workplace, in worker vehicles, or at other work locations (if your workers travel offsite as part of their jobs).
 - Strength and Conditioning Coaches, Front Desk staff (CSS & FA), Physical Literacy Team, shared offices for Management and leadership teams, sport rentals
3. We have identified the tools, machinery, and equipment that workers share while working.
 - Reception phones, printers (first and third floor), office supplies (pens), front desk binders, laundry room contents, fitness equipment (fitness center and movement studio), Physical Literacy equipment, Moneris machine

4. We have identified surfaces that people touch often, such as doorknobs, elevator buttons, and light switches.
 - Doorknobs, elevator buttons, light switches, stair rails (outside, fitness center and main entrance) fridges, accessible door opener plates, hand sanitizer stations, cleaning bottles, work stations desks, front desk and swing door, vending machines, couches and chairs (second floor and third floor), Moneris machine

STEP TWO: IMPLEMENT PROTOCOLS TO REDUCE THE RISK

1. Steps to reduce risk in areas where people gather

All common areas – spray bottles with sanitizing solution will be provided in area. All building staff will be responsible for sanitizing touch points before and after use. **UPDATED Nov 9** - Masks are mandatory in all common areas, Fitness Centre when in transition but not when using equipment in designated area, shared offices and any other areas where physical distancing cannot be.

UPDATED April 7 - Masks are mandatory in all common areas and in the Fitness Centre when in transition and when using equipment and cardio machines – at all times.

- a. **Kitchen** - posted occupancy sign stating only one person at a time allowed in the kitchen. In the initial reopening phase, the following items will not be accessible: dishware, cutlery and coffee maker.
- b. **Refuel Café** - café is closed and tables and chairs are blocked off to discourage use. **UPDATE Jan 7:** currently being used for Seaspan testing.
- c. **Second floor lobby lounge** – as per recommendation from Worksafe chairs and tables have been moved and cordoned off for initial phase.
- d. **Staff change rooms** - Occupancy limit one person. No access to showers for initial phase.
- e. **Regeneration Room** - leased by Canadian Sport Institute – they will provide their safety plan for this area.
- f. **CSI Lab** - leased by Canadian Sport Institute – they will provide their safety plan for this area.
- g. **Third floor lounge** - table and chairs will be moved to make work stations for building staff with the appropriate distance apart. **UPDATE Jan 7:** used for staff at lunch, 1 person per table, masks required when not eating.
- h. **Boardroom** – Occupancy limit posted for 6 people.

- i. **Resource room** - Occupancy limit posted for 6 people.
- j. **Bathrooms** - Occupancy limit posted for 2 people for first, second (2nd floor women is larger and has room for 4; 3 for men) and third floor washrooms. Limit number of stalls to every second one. Accessible washrooms Occupancy limit to 1 (exception parents with kids or accessible worker aids).
- k. **Change rooms** – continue to be closed. Clients and staff will be encouraged to come prepared for work out. Limit the items being brought into the facility.
- l. **Gymnasium** - will remain closed drop-ins. Sports organizations will need to provide a COVID safety plan to PISE before being rented out. In late July, gym can be used for summer camps and small groups as long as they are maintain mandated physically distancing. Additional hand sanitizer station installed on wall by entrance to change room. **Update Nov 30:** See rental guidelines below for management of gym rentals.
- m. **Fitness Centre** - separate plan for reopening. See Appendix 1 and additional Fitness Center document for more information.
- n. **Erg Centre** - Rowing Canada to provide COVID Safety Plan to PISE for use of Erg Centre.
- o. **The Clinic** - Camosun to provide COVID Safety Plan.
- p. **Classrooms** - will post occupancy limit based on WorkSafe formula.
- q. **Building ventilation** – **UPDATED Nov 30:** confirmed that PISE ventilation filters are MERV 13 per recommendations.
- r. **Facility Rentals (field)** - all sports groups wishing to resume their activities will need to provide their Return to Play safety plan before resuming rentals at PISE - these plans will be updated based on changes from the PHO.

2. Steps to reduce risk to workers working close to each other and members of public

- a. PISE Fitness Centre/Program clients will reserve day and time to train and will enter building through south main (level one – track side) entrance where they will be screened and registered. **UPDATE Jan 7:** Limited to 16 participants per time slot. **UPDATE Jan 27:** Limited to 20 participants per time slot. **UPDATE April 7th:** Limited to 22 participants per time slot, including Coaches.
- b.
- c. Sliding door on level two entrance will be unlocked for building staff to enter the building.

The door will be monitored by staff from 8am-4pm and all persons requiring access to the building will be required to answer WorkSafe Covid questions. Staff are also expected to self-monitor before arriving at PISE and should not be coming in if they answer yes to any of the questions. It will be mandatory for all building staff to check in during our initial reopening. Doors will be locked from 4pm-8pm and only the level one entrance will be open for staff to use (door may be locked, but there will be a doorbell to signal front desk staff of someone needing access). Signs stating no public access and No Public Washrooms will be posted to discourage public from entering building.

- d. Stairwell flow direction - to reduce contact on the stairs - building staff will be expected to go up the main entrance stairs to second and third floors. To go down to the second floor from the third floor use the red fitness stairs. There will be no access to the first floor from either stairs in the initial reopening phase. Staff may use the red fitness stairs to exit the building to the roundabout. Building occupants are asked to limit their movements from floor to floor. Those who do need to go the first floor, will need to go out the building to the level one entrance, or for CSI staff, the HP entrance. Staff may also use the back stairs by the movement studio to go down to the first floor. Do not go through the gym, but along the back hallway which comes out by the change rooms.
- e. CSI Pacific will have an organization health safety plan and share with PISE. Athletes and coaches will enter the south side of PISE through CSI Pacific HP Gym access and be screened and registered. Rowing and Athletics will have health safety plans to be shared and coordinated with CSI Pacific and PISE.
- f. Only PISE, Camosun College and CSI Staff will enter PISE through main north entrance and check in at the Welcome Desk for COVID screening. Camosun College will share health safety plan for faculty and students with PISE and coordinate access plans.
- g. PISE Strength and Conditioning Coaches- coaches are to remain 3 meters from clients. They will also be required to wear a face mask and/or face shield. When possible, sessions will be outside to reduce risk of transmission. Office space will be limited to one person at a time and must be cleaned by coaches after being used. If two people need to use the office space, masks must be worn at all times.
- h. Front Desk staff - Plastic barrier installed around front of desk to reduce contact with public upon arrival. Two staff members are allowed behind the desk, without masks, if social distancing is possible – one at the PISE work station and one at the membership workstation. If more than two staff members are behind the desk, masks are required at all times. Hand sanitizer and cleaning solution to be at front desk at all times. Staff expected to clean high touch points behind front desk frequently. Counters and Moneris machines

should be wiped and cleaned before and after each client interaction. Fitness Attendants are to be on the fitness center floor and not behind the front desk. Fitness Attendants will be issued gloves and masks to store in personal locker for their shifts. They will be expected to wear safety equipment while on shift.

- i. Physical Literacy team - will not be allowed to car pool unless they live in the same household. Only two staff members allowed in the office space at once. Hand sanitizer and cleaning solution will be provided to the office space to maintain cleanliness.
- j. Management and Leadership shared offices - no staff should share an office where 3 meters distance cannot be adhered to. Employees will be encouraged to work from home when able. If both staff are in the building at the same time, only one will be allowed to work in the office unless both staff are wearing masks. PISE has alternative areas for staff to work - resource room and/or third floor lounge. Staff who share an office are expected to use the cleaner on touch points and desk before their shift and at the end. Each desk will have hand sanitizer to ensure hands can be cleaned while working in the office to reduce the risk of contamination. Staff who share an office will work together to develop a time table of when each will be working in the office. **UPDATE Jan 7:** masks are required when sharing an office. Resource room, board room and the third floor lounge are available as alternate work stations.

3. Steps to reduce transmission of COVID from shared equipment

- a. **Reception Phones** - only two PISE staff behind the front desk. If there is more than two staff, masks are required at all times. Each will be designated their personal phone to use. Phones must be cleaned and wiped down before and after each shift.
- b. **Printers** - bottle of cleaner will be by the printer on each floor. Staff are expected to clean the printer screen before and after each use.
- c. **Office supplies** - limit the access to the office supplies to only front desk staff and HR and Administrative Coordinator to issue out. Designated staff will ensure their hands are sanitized before issuing items. Pens will be issued to front desk staff who will mark and store their pens in their cubbies for their personal use only. Pens for clients will be wiped down with sanitizer before and after each use by CSS.
- d. **Front Desk binders** - limit access to the binder to only front desk personal. CSS will find the page for the clients and make sure it is wiped down between shifts.

- e. **Laundry room** – limit the occupancy for the laundry room to only one person at a time. Staff will be expected to wear gloves when accessing this area. The staff table will be shut down for the initial return to work phase. **UPDATE Jan 7:** one person per table is allowed.
- f. **Fitness Centre** - plan part of the Fitness Centre reopening. See Appendix 1 and additional Fitness Center document for more information.
- g. **Physical Literacy equipment** - plan part of the Physical Literacy return to work.

4. Steps to reduce transmission of COVID from high touch areas

- a. PISE has arranged to have a custodian on site during opening hours to maintain cleanliness of high touch points, including bathrooms. They will also clean at the end of day.
- b. PISE has installed additional hand sanitizer stations including more in the fitness centre, points of entry, and inside elevator.
- c. Elevator occupancy limit will be one person unless it is children with a care taker or an accessible athlete who has an aide worker.
- d. PISE has provided cleaning spray bottles around high contact areas for staff to also clean touch points throughout the day.
- e. High use doors have been blocked open to limit people using hands to open doors.
- f. Vending machines will be blocked and placed out of order until further COVID restrictions are removed.
- g. Moneris machine will be cleaned and wiped before and after each transaction. Customers will be encouraged to use the tap system, and encouraged to pay online or over the phone.

STEP THREE: DEVELOP POLICIES

Develop the necessary policies to manage your workplace, including policies around who can be at the workplace, how to address illness that arises at the workplace, and how workers can be kept safe in adjusted working conditions.

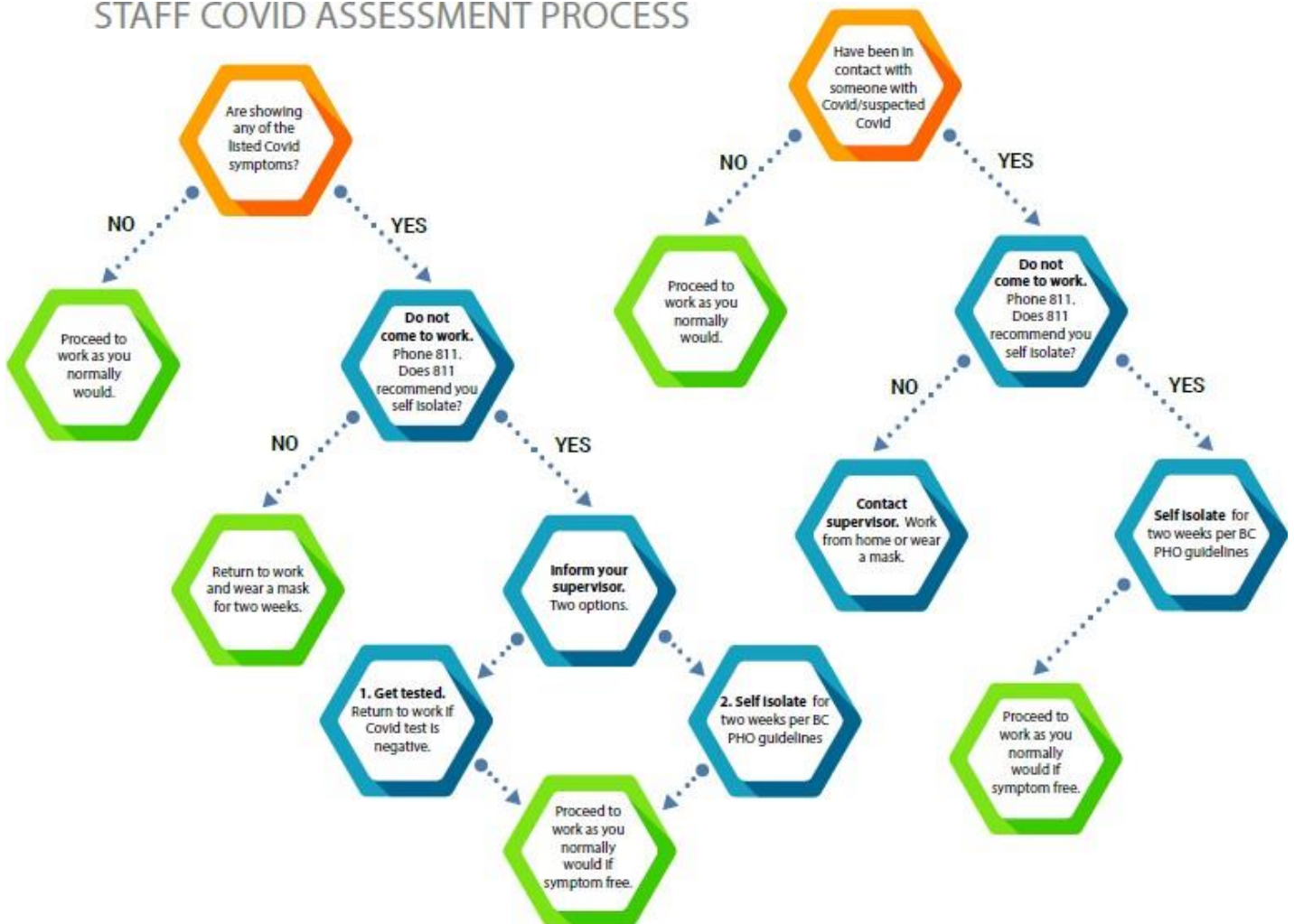
Our workplace policies ensure that workers and others showing symptoms of COVID-19 are prohibited from the workplace.

1. Anyone who has had symptoms of COVID-19 in the last 10 days must self-isolate at home.

Symptoms include fever, chills, new or worsening cough, shortness of breath, sore throat, and new muscle aches or headache. **See Self-Assessment Flow Chart Below.**

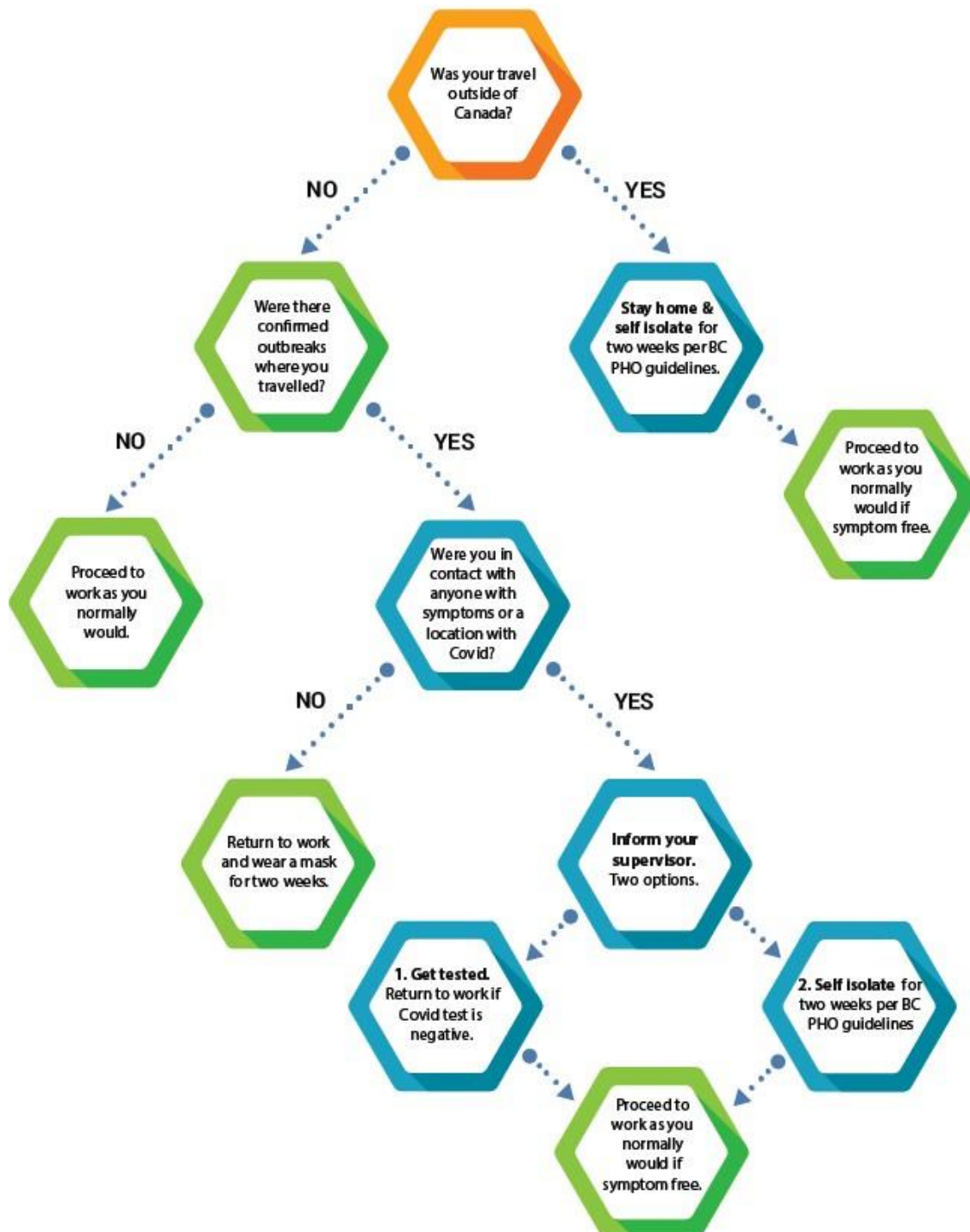
- Anyone directed by Public Health to self-isolate should not be entering the building. **See Self-Assessment Flow Chart Below.**

STAFF COVID ASSESSMENT PROCESS



- Anyone who has arrived from outside of Canada or who has had contact with a confirmed COVID-19 case must self-isolate for 14 days and monitor for symptoms from home. They may not enter the building. **See Travel Assessment Flow Chart on the next page.**

STAFF TRAVEL ASSESSMENT PROCESS



4. Visitors are prohibited or limited in the workplace. Minimal access for clients attending fitness center, doing Seaspan testing, dropping off mail or supplies, etc.
5. First aid attendants have been provided OFA protocols for use during the COVID-19 pandemic, including proper use of PPE equipment.
6. 330B will serve as Isolation room should it be required only until end of August (if an isolation room is still required in September, PISE management will re-evaluate the space and needs of the building to determine an alternate location). **UPDATE Jan 7:** isolation room is still 330B.
7. We have a working alone policy in place (if needed). N/A.
8. We have a work from home policy in place (if needed). N/A.
9. Ensure workers have the training and strategies required to address the risk of violence that may arise as customers and members of the public adapt to restrictions or modifications to the workplace. Ensure an appropriate violence prevention program is in place. **UPDATE Jan 7:** ongoing process and training for staff. If situation escalates or is not resolved, security is contacted.
10. Our policy addresses workers who may start to feel ill at work. It includes the following: sick workers should report to the designated isolation room (classroom 330B), even with mild symptoms. Sick workers should be asked to wash or sanitize their hands, provided with a mask, and isolated. Ask the worker to go straight home. [Consult the [BC COVID-19 Self-Assessment Tool](#), or call 811 for further guidance related to testing and self-isolation.] If the worker is severely ill (e.g., difficulty breathing, chest pain), call 911. Clean and disinfect any surfaces that the ill worker has come into contact with. **UPDATED Jan 7:** individuals who are presenting flu like symptoms are sent home immediately and asked to self-isolate and/or call 811 for guidance. If severely ill, we would isolate staff in designated room (330B) and call 911.

STEP FOUR: DEVELOP COMMUNICATION PLANS AND TRAINING

1. COVID information package to be created for each employee upon return to work. **UPDATE Jan 7:** constantly training based on provincial health orders and updating as needed.
2. Employees will be brought in for COVID training before reopening of fitness center and return to work. Advised of cleaning protocols and new client procedures.
3. COVID information binder to be kept at the front desk for quick reference.
4. Employees are encouraged to raise concerns and/or questions to the PISE WorkSafe Committee: Jodi Hensel, Lindsay Player and Saul Rudderham.

5. PISE will provide a confidential process for employees to raise concerns to WorkSafeBC Committee. **UPDATE Jan 7:** in process
6. Posters will be posted in building and grounds: occupancy limits, effective hygiene practices, and signage at main entrances indicating who is restricted from entering the premises, including visitors and workers with symptoms.
7. Managers and supervisors will be trained on monitoring workers and the workplace to ensure policies and procedures are being followed by PISE employees.
8. A COVID Safety Committee will be formed with CSI, CSEE, RCA and AC representatives to ensure all building occupants are informed and engaged in COVID safety protocols.

Please report any concerns to your organization COVID Building Safety Committee Rep:

- **PISE: Jodi Hensel, Lindsay Player**
- **CSEE: Richard Stride, Steven Rumpel**
- **CSI: Lindsay Jennerich, Stephanie Reid**
- **Chargers: Kathryn Russell**
- **The Clinic: Jamie Johnson**
- **RCA: Sukraj Saraow**
- **AC: Rosie Kirkpatrick**

STEP FIVE: MONITOR YOUR WORKPLACE AND UPDATE YOUR PLANS

Things may change as your business operates. If you identify a new area of concern, or if it seems like **something isn't working**, take steps to update your policies and procedures. Involve workers in this process.

1. We have a phased plan of reengagement with a plan in place to monitor risks. We make changes to our plan, policies, and procedures as necessary.
 - a. Management team will be monitoring the phased return to business plan carefully and will make adjustments as needed. Weekly management meetings will consist of updates on the plan and review of any new information provided by the government regarding policies and regulations.
 - b. Front line staff will be asked daily about the process and if they encounter any issues. We expect that minor adjustments will need to be made daily as we start the reopening process and experience the new system. Honest input from our staff will be critical in ensuring the health and safety of everyone.

2. Workers know who to go to with health and safety concerns.
 - a. PISE is creating return to work packages for returning staff which will consist of new policies, PISE COVID Safety Plan, WorkSafeBC BC info and posters and health and safety committee contact info. It will also include WorkSafeBC BC contact info for reporting unsafe conditions. There will also be a COVID Safety binder at the front desk with the same info which will be accessible to all staff anytime needed. **UPDATE Jan 7:** in progress
 - b. PISE will develop a process for staff to submit concerns in confidence if needed. **UPDATE:** staff can send concerns to HR.
3. When resolving safety issues, we will involve joint health and safety committees or worker health and safety representatives (or, in smaller workplaces, other workers). In process.

PISE PLAN FOR RESPONSE TO POSITIVE COVID INDIVIDUAL(S) IN BUILDING

SICK EMPLOYEES

Island Health requires staff to self-monitor for symptoms of COVID-19.

Staff who have symptoms of the illness (a fever, cough or difficulty breathing) must not work.

1. If an employee is feeling sick **BEFORE** coming to an opening work shift:
 - The sick individual must contact Lindsay and then Chanterelle if the sick employee was not able to get a hold of Lindsay. **UPDATED April 8: The sick individual must contact Jakeb and then Lindsay if the sick employee was not able to get a hold of Jakeb.**
 - They must verbally inform them they are sick and unable to work before 7:15am the day of the shift that starts at 7:45am. **UPDATE Jan 7:** Contact at 5am if shift starts at 5:30am.
 - In order to get confirmation to not show up, a manager must reply to the sick employee knowing they have received contact.
 - **It will then be the manager's responsibility to contact other supervisors.**
2. If an employee is feeling sick **BEFORE** coming to a non-morning work shift:
 - The front desk is called and transferred to Lindsay and/or Chanterelle if the sick employee was not able to get a hold of Lindsay. **UPDATED April 8: The front desk is called and transferred to Jakeb and/or Saul if the sick employee was not able to get a hold of Jakeb/**

or Saul.

- They must verbally inform them they are sick and unable to work their shift.
 - The manager must give verbal confirmation to not show.
 - It will then be the manager's responsibility to contact other supervisors.
 - Until the sick employee has manager /supervisor connection, they must keep trying to call to connect with them for approval for a sick day.
3. If an employee **SHOWS UP** feeling sick:
- The employee will be screened upon arrival and turned away due to being sick.
 - Whomever screened the employee will then proceed to inform the manager/supervisors (Lindsay/Chanterelle) **saying that “(employee) was turned away from work due to having sick symptoms”.** **UPDATED April 8:** Whomever screened the employee will then proceed to inform the manager/coordinator (Lindsay/Jakeb) **saying that “(employee) was turned away from work due to having sick symptoms”.**
 - It will then be the manager's responsibility to contact other supervisors and find coverage.
4. If an employee **DEVELOPS SYMPTOMS** while at work:
- If possible, the employee should go home immediately. If unable to transport themselves, they will need to self-isolate in room 330A until a family member or ambulance pick up.
 - **Inform the manager/supervisors (Lindsay/Chanterelle) saying that “(employee) was turned away from work due to having sick symptoms”.** **UPDATED April 8:** **Inform the manager/coordinator (Lindsay/Jakeb) saying that “(employee) was turned away from work due to having sick symptoms”.**
 - It will then be the manager's responsibility to contact other supervisors and find coverage.

PISE FACILITY RESPONSE IF EMPLOYEE TESTS POSITIVE FOR COVID

Based on phone conversation with Worksafe BC:

- PISE facilities may not need to shut down entirely if there is a positive COVID case in the building. **UPDATE: April 9 per new orders PISE will shut down if there are 3 or more cases in the building- including partners, clients, or athletes.**
- Investigate who was possibly in close contact with the individual (maintain her/his privacy) and what they have been doing in their work capacity for 14-day period.

- If they have a central work space, this immediate area should be closed down and wait 24 hours to clean and disinfect area.
- Inform building occupants of confirmed positive case.
- Inform Worksafe BC and 811 of positive case - follow instructions regarding contact tracing communication.

PROGRAM RESTRICTIONS

HIGH INTENSITY PROGRAMS

All High Intensity Programs have been suspended until further notice:

- PHO defines high intensity as any exercise that results in significantly increased respiration rates. Examples include, but not limited to:
 - Barre (high intensity/cardio classes)
 - Bodybuilding/Heavy Weightlifting
 - CrossFit (high intensity activities/classes)
 - Dance classes
 - Dance fitness (Zumba and similar)
 - Exercise machines/cardio equipment (high intensity)
 - Yoga (power)
 - Spin classes
 - Aerobics
 - Bootcamp
 - Circuit training
 - High intensity interval training (HIIT)
 - Kickboxing (Tai Bo and similar)

LOW INTENSITY PROGRAMS

UPDATED April 8, 2021: All Low Intensity Programs have been temporarily suspended at PISE or moved to virtual options. PHO defines low intensity as an exercise that does not result in significantly increased respiration rates. Please see Appendix 2 for Public Health Guidelines for Group Low Intensity Exercise. These include:

- Yoga (hatha)
- Barre (lower intensity classes)
- Light weightlifting
- Exercise machines/cardio equipment (low intensity)
- Pilates (lower intensity classes)
- Stretching
- Tai-Chi

. When PISE does resume Low Intensity Programs, we will follow BC Centre for Disease Control Guidelines (<https://www2.gov.bc.ca/assets/gov/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/covid-19/covid-19-public-health-guidelines-low-intensity-exercise.pdf>) and update our COVID-19 Safety Plan to reflect these changes.

ADULT TEAM SPORTS (22+)

All indoor and outdoor sports for adults are suspended until further notice. PISE groups that have been suspended are:

- Urban Rec – Volleyball
- Gorge – Soccer
- Castaways – Soccer
- Wheelchair Basketball - exempt from this order due to all players being carded CSI athletes
- Rugby Canada - exempt from this order due to all players being carded CSI athletes

UPDATE Jan 27: Camosun Chargers can resume playing their respective sports as of January 6th.

YOUTH TEAM SPORTS

Youth teams are still allowed to play, but are in Return to Play phase 2 with an increase of 3 meters for physical distance. All youth teams have confirmed that their teams are only youths and they are required to update their Return to Play plans based on the new guidelines.

FITNESS CENTER PROTOCOLS

GENERAL RULES FOR STAFF

Monday-Friday: Open: 6:00am–8:00PM
Staff arrival: 5:30am; Staff leaving: 8:30pm
Saturday: Open 8:00am-7:00pm,
Staff arrival: 7:30am; Staff leaving: 7:30pm
Sunday: Open 12:00pm –6:00pm
Staff arrival: 11:30am; Staff leaving: 6:30pm

Staff Arrival:

- Staff will be asked to sign-in with Staff at the Second Floor Welcome Desk and complete the self-assessment questions (<https://bc.thrive.health/covid19/en>) prior to coming into the facility and notifying HR and supervisor of any results that would affect your ability to work.
- Show up to work no more than 10mins prior to minimize loitering and contact (except morning opening shifts). Leave as many items in your vehicle as possible to limit outside transfer.

- Staff will arrive and enter the facility via the front entrance (2nd floor by roundabout).
- Staff will be asked to wash and/or utilize provided hand sanitizer as soon as they enter the building and when exiting.
- Staff must wear masks at all times when entering and in common areas of the building.

Other:

- Physical distancing: there should only be a maximum of 2 employees behind the desk (if more, all staff will be required to wear a mask, as additional employees risk decreasing the 2m distance). No loitering. Only PISE staff are allowed behind the desk.
- Wipe down your station before you start using it and after you are finished.
- No food or snacking behind the desk, drinks with a lid only. Food will be taken on scheduled breaks.
- Change rooms are closed. Water fountains are only open for filling up water bottles. Gymnasium is closed for drop-ins and approved training sessions are allowed: i.e. Chargers training sessions, rentals, and CSI sessions based on approved COVID safetyplans.
- Select spaces have person limits: IA: 2, elevator 1 (unless an assistant is needed), front desk 2.

FITNESS FACILITY CLIENTS

- Clients will be lined up outside ensuring physical distancing is adhered to. Clients should arrive no earlier than 5-minutes to their time slot.
- Masks are required at all times in common areas and when transitioning between pieces of equipment. Masks do not need to be worn when on cardio equipment or while working out at their station (designated by tape on the floor). **UPDATED April 8: Masks are required at all times in common areas and when transitioning between pieces of equipment. Masks required to be worn when on cardio equipment or while working out at their station (designated by tape on the floor).**
- FA or CSS to go over new COVID procedures with new clients entering the fitness center.
- Two clients are let into the building at once, where they will physically distance and wash their hands and/or sanitize before proceeding to the cubbies via the markers on the floor
- Clients will place personal belonging in a cubby and take that Client Cleaning Carrier to bring with them to clean their space during their workouts. Once they are finished their workout, they will place it on the dirty side of the Sanitation Station so they can be disinfected for the next group.



- Clients are to come with only the necessities: phone, keys, and wallet, limit bags and jackets - only items that fit in a 12inch x 12inch cubby. Only 1 warning will be issued and we will refuse clients if rules are not followed. No clothing or items should be left on top or in front of the cubbies.
- CSS will check-in clients after all have arrived - no drop-ins at this time. At this time, if a client forgets their membership card, there is no penalty; we will scan in the client manually.
- Once they are inside working out, they will not be allowed outside and to return back in the building. No outside use forequipment.
- No spotting available, so lift comfortable weight you know you can lift.
- Couples should still distance even if in same household. There can only be one person in designated workout space (based on tape on floor).
- Bike locker items are not available for clients (only PT and group classes)
- Be courteous to maximum 30min cardio and platform limits; share equipment during the slotted **workout times so people aren't hogging** it for the full 1.5 hour maximum time
- Clients must sanitize equipment before and after use and sanitize their hands when transitioning between pieces of equipment
- **Clients must use colored cones to designate between “in-use” equipment**

FITNESS ATTENDANTS

1. During Client Work Out Periods:

a. Cleaning

- FA's primary responsibility is maintain cleanliness and rule implementation.
- FAs to be stationed at Sanitation Station (not front desk) cleaning equipment between uses and moving around on the floor to be visible for clients when needed.
- Cleaning products available at Sanitation Station: gloves, hand sanitizer, rags, disinfectant and **sanitation spray, signs stating to “drop all used/touched items on the table to be cleaned,” etc.**

- Place cleaned equipment back to original spots.
- Wipe down and disinfectant used equipment/ Client Cleaning Carriers (CCC) with 1:40 solution once placed in the designated bin
- Once a client is finished with the CCC, they will place it on the dirty side of the cleaning tables to be cleaned and restocked so they are ready for the next group slots.
- The CSS is to assist with **cleaning and restocking these CCC's.**
- Cleaning empty areas, sweeping, moving benches back to where they belong, equipment checks

b. Floor Presence

- Due to the new policies and procedures that Covid19 brings, we are going to need to inform clients of new rules i.e. keeping 2m of space between clients if they are breaking them.
- Answering client questions when approached, and cleaning machines, cardio equipment, and cables **that have been used on the floor and can't be placed on the table.**
- Masks are required by staff and clients at all times.

2. Cleaning Post Client Work Out Periods (30 minutes between slots)

- Primary: FA, Secondary: CSS, S&C coaches, management
- **After the slotted clients leave, FA's have 30 minutes to clean and disinfect all items in the bins and restock all client carriers in the cubbies.**
- During the two disinfecting sections (11:30am-2pm and 7:30pm-close), all equipment will need to be disinfected and wiped down.
- The CSS will help with the two disinfecting sessions and in the 30 minute transitions if time allows, leaving 10 minutes to prepare client transactions and attendances before the next group slot allotment comes in.
- Any tools that are used to fix equipment i.e. Allen keys, screwdrivers etc. must be wiped down after use.

CUSTOMER SERVICE SPECIALIST

General Information:

- Sanitize your area before and after work.
- If the CSS needs to leave the desk to help with cleaning in between clients, take till key with them.
- Constant cleaning of high touch desk areas throughout the day and before and after shift change.
- Continue to supply tissues at desk for clients once they have answered the health questions - **we can't** assume just because they need a Kleenex that they are ill.
- Each person will have their own pen with their name on it to use during their shift. It should live in your box when you are not at work.
- Help clean all items behind the desk and portable items (i.e. bands, desk surfaces, ab wheels etc.).

Checkout & Payments:

The checkout and payment process is considered a high risk activity for the transmission of COVID-19.

- PISE is encouraging tap and card only options at this time to reduce risk of transmission.
- Regularly sanitize keypads on point of sale devices and counter space.
- Sanitize hands after holding a client items: cash, credit cards, membership cards, and other shared items.

Borrowing Desk Equipment:

We have temporarily removed items that we are unable to sanitize thoroughly at this time, including:

Bar pads	Lifting wraps	Bungies
Blue cushions	Sliders	Wooden dowels
Foam rollers	Bike locker	Wooden wobble
Lifting straps	equipment	boards
Ladders		Tennis balls

MOVEMENT STUDIO

- No more than 8 participants including 1 coach at a time
- 3 meters between each participant

- Box's measured for participants head to head 4 meters, side by side 3 meters apart
- One way into building on second floor entrance to Movement Studio entrance closet to washrooms, exit next to cement hallway
- Designated Instructional area in walk way while class is running
- Windows remain open at all times and doors kept open
- Only one participant in box at a time
- Music kept at speaking level, microphone required for instructor
- Encourage clients to bring their own equipment
- One participant in the equipment room at a time
- Masks worn during transition, not required when working out in square and physical distance of 3 meters is maintained
- Sanitize hands or wash hands upon arrival and exit
- Sanitize equipment before and after use, instructor disinfects at the end of each session
- No gathering before and after programs
- No food or beverage consumption other than water

RENTAL PROTOCOLS

RESTRICTIONS/EXPECTATIONS AS OF NOV 2020

- No more than 50 people in a location at once
- No social gatherings- rentals are for sport, business or educational proposes only
- No travel from outside the CRD (CSI exempt)



- No spectators allowed either inside or outside
- Masks are mandatory at all times except for active game play- this includes on the bench or waiting on sidelines (children under 12 are exempt)
- No gathering before or after rental time. Users must vacate the area immediately after their rental time.
- Only one group can rent the gym at a time – no sharing between groups. PISE may run a program or supervised birthday party if one side is open as long as total numbers do not go above 50.
- No use of change rooms or showers
- No entry to the building 10 minutes before booking and must leave immediately after
- All clean up and sanitization must be done in the booking time and include all touch points.