

Advocate BroMenn Health & Fitness Center Re-Opening FAQs

Revised: 5-15-20

Precautionary Measures

Q: What types of precautions will the Center be taking to reduce the levels of viruses, bacteria and allergens that exist in the Center?

A: As a clinically-integrated Medical Fitness Center, we accept the responsibility and are well positioned to respond to life alongside coronavirus. Our [Pledge of Protection](#) is a 5-prong, multi-faceted approach designed in cooperation with our Medical Advisory Board to keep you safe while using the Center.

- Controlled Capacity- The Center will be limited to at any one-time during operations
- Monitored Distancing- Multiple modifications are being made to assure distance is maintained
- Advanced Disinfecting- We have put enhanced disinfecting systems in place to work in concert with our already thorough cleaning protocols. From an electrostatically applied solution that disinfects all year long to HEPA filters purifying your air, we have you covered.
- Personal Protection- All employees will be required to wear facemasks for your protection.
- Regular Screenings- All employees and members will complete a temperature check before entering the Center.

Q: I understand the Center is limiting the number of members in the facility to maintain physical distancing but how will I know if the Center is close to reaching its capacity?

A: We will display the total number of members currently in the Center as well as how close we are to capacity. Once we open, you will be able to simply check our [website](#), [ABHFC Facebook](#) and your MYWellness app for the capacity tracker and determine if you should visit now, or wait until a bit later. Also, to help maximize the number of members who can utilize the Center, we are asking members to limit their time to 60 minutes. Please keep in mind that if we are at capacity, you may be asked to wait before entering the Center.

Q: Will personal protection be required while in the Center?

A: We will comply with any State guidelines related to this matter. At this point, only employees are required to wear facemasks, whenever feasible, while in the Center.

Q: How will distancing guidelines be maintained in the Center?

A: You will notice many measures in place to achieve distancing. Some of those modifications include: 1) cardio/strength equipment spacing 2) fitness equipment (dumbbells, kettlebells, etc.) rotated daily 3) floor markings for classes 4) multiple lockers taken out of service 5) reservations required for group exercise classes and use of the pool/gym.

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Membership

Q: Once the Center announces the re-opening date, when will my membership reactivate and start with monthly dues?

A: During the closure due to COVID-19, the Center placed your membership on an indefinite Hold and did not charge dues. This did not require you to submit for a temporary freeze/suspension as is allowed in your membership agreement. If you did submit for a freeze/suspension, we will not process your request and allow you to use this benefit at a later date. We felt strongly that it was important to support our members during this time. Dues will begin once our opening date is determined including a discount to complete the COVID-19 closure dues credit we promised our members.

Q: What if I'm not ready to reactivate my membership once the Center reopens? Can I suspend/freeze my membership?

A: Yes, you do have suspension/freeze options as detailed by the terms of your membership agreement. If you choose to suspend or freeze your membership, we encourage you to use our online tool to submit your request form. To begin the process, please click [here](#).

- Temporary Suspension - You may submit a temporary suspension your membership for a minimum period of one (1) month, up to a maximum of three (3) months, and no more often than once every calendar year. This suspension can be for any reason including COVID19.

Q: If I'm not ready to visit the Center, are there other membership options for me to stay active and involved?

A: Yes! We created an opportunity to support you with a temporary, virtual ONLY membership option. If you elect this option, it will transition all members on your membership account to the virtual programming option. You will be allowed to access our full private library of virtual content, as well as, receive one private session monthly with your coach and a personalized exercise prescription. Your coach is always available through your MYWellness app. See the [Programming](#) section below for more details on virtual programming.

Q: What is the cost of virtual programming?

A: Your current monthly membership dues will be reduced by 50% for up to a maximum of 6 months. When you decide to come back to the Center for full access, simply call the Member Services Desk to make this change.

Q: How do I make any additional changes to my membership not explained above?

A: You may refer to your member agreement for details or please contact our Member Services Team as they are always ready to assist and serve you.

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Facility

Q: What are the hours of operation once the Center is able to reopen?

A: In order to promote a clean and sanitary facility, we have temporarily modified our operating hours. We will close the Center mid-day for a thorough deep clean and re-open for the second half of the day. Operating hours will be:

- *Monday- Thursday* 5:00 A.M. – 12:00 P.M., 1:00 P.M – 8:00 P.M. (closed 12 P.M.-1P.M)
- *Friday* 5:00 A.M. - 12:00 P.M, 1:00 P.M. 8:00 P.M. (closed 12 P.M -1 P.M.)
- *Saturday* 7:00 A.M. - 12:00 P.M., 1:00 P.M.-4:00 P.M. (closed 12:00 P.M. -1:00 P.M.)
- *Sunday* 7:00 A.M. – 3:00 P.M.

Q: Will the pools be open?

A: At this time, we have reason to believe that the pools will be open. More information to come regarding how we will be scheduling time in the pools and adhere to the distancing guidelines.

Q: Will aquatics classes be held?

A: Yes, if we are able to open the pools, aquatic classes will follow the same guidelines as our other group exercise classes. More information to come.

Q: Are the locker rooms open?

○ *A: The locker rooms are open, however, the number of lockers available will be limited to achieve distancing guidelines. Wet areas including sauna and steam room will be temporarily closed.*

Q: Will you still provide towels for use by members?

○ *A: Yes, we will still be providing workout and bath towels for members to use throughout the facility.*

Q: Will drinking fountains and cooler items be available?

A: Yes, with a minor change that drinking fountains are available for bottle filling only. It is recommended that you bring your own fillable water containers. We will not have coffee service when we first open.

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Virtual At-Home Programming

Q: What is virtual programming and what services will be available?

A: Virtual programming is a solution for staying engaged with your Center family and motivated to continue with leading a healthy lifestyle while at your home. We will include a wide array of offerings:

- Group exercise classes
- Fitness Challenges to help keep you accountable and motivated
- Exercise Prescription conducted by our Fitness Professionals
- Social Events
- Kids Activities
- Mind/body/stress relief
- Virtual session with your Fitness Coach monthly
- Services available for an additional cost include:
 - Personal Training
 - Personal Nutrition Programs
 - Small Group Training/HIIT

Q: How can I access your virtual programming options?

A: Live and prerecorded classes will be offered via Facebook live, Zoom and on YouTube. In order to access these platforms, you must have an active membership (standard or virtual). A weekly schedule can be found on our website and MYWellness app that will include necessary links for any programming.

Q: What if I only want to participate in virtual programming?

A: So glad you asked! You can! We have an ABHFC at Home membership option that allows you to receive all of Advocate BroMenn Health & Fitness Center support and programming from the comfort of your own home at 50% reduction of fees. [Please click here to join virtual programming.](#)

Group Exercise (GX)

Q: Will all of the GX classes be available?

A: We will offer a modified schedule upon reopening. The intention is to provide the wide variety of top-notch classes you have become accustomed to in a way that promotes appropriate distancing and cleaning. We will be releasing the schedule shortly on our website.

Q: Will there be a limit to the number of people allowed in an in-person GX class?

A: Yes, once we are able to resume classes, each in-person class will be limited to 10 participants to allow for appropriate distancing. In addition, most classes will be an "Express" format lasting 30-45 minutes. This will allow us more time to transition participants and disinfect the room/equipment.

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Q: How do I make sure I get a spot in my favorite GX class if participants' numbers are limited?

A: You will be able to register for your favorite Group Fitness classes 3 days before the class is scheduled on your MYWellness app. Registration is on a first come-first serve basis and once the class is full no additional members will be able to register. We ask that you cancel your reservation if your plans change and you aren't able to attend class. A wait list will be available for classes, but again, reservations will be taken on a first come-first serve basis. You and all others on the wait list will be notified when a spot becomes available but you will need to login to the app to register for the class. If you do not have the MYWellness app and need assistance please contact Blake Heinz at bheinz@iwp-llc.com.

Q: Should I bring in my own equipment from home for classes?

A: Advocate BroMenn Health & Fitness Center has developed a strict disinfecting process and cleaning schedule. We will be rotating sets of equipment that have been disinfected for you prior to your use. Therefore, it is requested that you DO NOT bring equipment from home so that Advocate BroMenn Health & Fitness Center can ensure all equipment being used has gone through the proper disinfecting process. All mats/GX equipment is sanitized after EACH use.

Services

Q: Will you be providing childcare services?

A: ABC services are temporarily suspended. We are adhering to the State of Illinois guidelines to keep childcare facilities closed until further notice is given.

Q: Will I be able to get an initial consultation and assessment when I begin my membership?

A: Yes, we will be offering no contact in person assessments and virtual assessments with our fitness coaches.

Q: Will I be able to meet with a Fitness Specialist to create/revise my Exercise Prescription

A: Yes, you can meet with a fitness specialist to complete your exercise prescription. Our fitness specialists are trained to adhere to safe social distancing while still completing this service.

Q: Will I be able to purchase and use Personal Training sessions?

A: As a facility, we are prepared to offer virtual and in-person personal training. If members are comfortable with in-person training, our fitness specialists are trained to provide this service while practicing safe social distancing. Please feel free to reach out to our Director of Fitness and Wellness, Molly Smeltzer at msmeltzer@iwp-llc.com if you are interested in completing a personal training session with one of our fitness specialists.

Q: Will I be able to meet with a Dietitian?

A: We are encouraging all members to communicate with their dietitian virtually to help practice safe social distancing. You can reach out to our Member Services team to help schedule your dietitian session.

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Q: Will I be able to purchase and schedule massages

A: We are unable to complete massages at this time due to the social distancing guidelines given by the State of Illinois. We will update members when we can begin offering massage therapy again.

Q: Will TPC adult sessions resume?

A: We plan to start small group training with 10 participants or less per session. Upon reopening we will be utilizing outdoor space to allow for appropriate social distancing.

Q: Will there be any changes to the youth performance program?

A: All athletes will be required to pick their days/times and will be asked to only come to the days selected. We have to maintain the small group size to 10 athletes per session per social distancing requirements. Sessions will still be one hour for JS/TP athletes and an hour and a half for PA athletes. You can find the summer schedule [here](#).

Q: I have an athlete who would like programming, but does not want to participate in sessions. Is there an option for them?

A: Yes. We now have online programming options using an app platform that will allow you to interact with a coach and receive personal programming geared to your specific goals.

Q: Will I be required to wear a mask while working out?

A: No. Our coaching staff will wear masks while spotting or demonstrating exercises near athletes, but keeping our sessions at 10 individuals or less will give us enough space for appropriate social distancing.

Q: Will you continue to offer the Exercise Is Medicine (EIM) Program and other medically based exercise programs?

A: Yes, we will continue to offer the EIM Program along with our other medically based exercise programs. Access to the Center for these participants is the same as for our full-term members with availability being based on our current capacity.

Q: Will you continue to accept physician and health practitioner referrals to your center and medically based programs, like the EIM Program?

A: Yes, we will also continue to accept physician and health practitioner referrals to our medically based programs, especially the EIM Program. We are excited to continue to offer these programs to ensure the health and support of your patients.

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Events

Q: Will the member events that are scheduled each quarter still be held?

A: Depending on when the event is typically scheduled for, the event may or may not be held. Advocate BroMenn Health & Fitness Center continues to monitor State and local guidelines to ensure all events are compliant and safe for members and staff. Please visit our [website](#) for up to date information and schedules.

Contacts

Q: What is the best way to contact the Center for any additional questions I may have:

A: Depending on the nature of your question, you can contact us in a variety of ways:

- General
 - Email- info@advocatehealthfitness.com
 - Phone-309-433-9355
 - Social- [ABHFC Facebook Page](#)
- Member Services
 - Email- kclemons@iwp-llc.com
- Executive Director
 - Email- cporter@iwp-llc.com
- Fitness/Wellness
 - Email- msmeltzer@iwp-llc.com
- Training and Performance Center
 - Email- tjkuster@iwp-llc.com
- Exercise Is Medicine
 - Email- zcalio@iwp-llc.com

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