

## Carle Health & Fitness Center COVID-19 FAQs

Updated 11/17/2020

### TIER 3 MITIGATIONS – in effect 11.20.20

We will continue to follow the guidelines of Illinois Department of Public Health and the State of Illinois and do everything we can to keep you safe and our doors open. As of Friday, November 20th, the center will adjust to the following mitigations:

- *Group Fitness Classes are all virtual.*
  - *The schedule will remain the same.*
  - *Members must join the [Virtual Group Fitness](#) to have access to all class links.*
  - *Pre-recorded classes and On-Demand classes can be found on your MYWellness app. If you need help with the MYWellness app please email [bheinz@iwp-llc.com](mailto:bheinz@iwp-llc.com)*
- *25% Capacity monitored by our capacity tracker.*
  - *Be sure to scan in and out at the front desk to reserve your time to work out.*
  - *With the reduced capacity, please be mindful of the length of your visit.*
  - *Reservations for general visits are taken upon checking in at the Center.*
- *Masks are required at all times.*
  - ***Face shields are not a sufficient face covering at this time.*** Please see [this link](#) for additional details.
- *The lap and warm water pool, track, ABC and main fitness floor areas are OPEN. Reservations for lap lanes is still required through MYWellness app.*
- *Locker rooms will remain open because our pools are able to remain open.*
  - *According to the CDC, pools are safe to use with properly sanitized water. IDPH guidelines for pools include strong recommendations to take a soap shower before entering the water, which means our locker rooms must remain open.*
  - *Aqua therapy through MCO continues, and they need to utilize the showers and locker room.*
  - *Additional lockers are also available for use outside of the Group Fitness studios.*
  - *We close our locker rooms from 12:30pm to 1:00pm for deep disinfection and have asked our cleaning team to spend more time in the space during peak usage to disinfect high touch areas.*
- *TPC sessions are training memberships that require supervision for individually unique and independent activities. We are adhering to the 25% capacity for the large TPC space.*
  - *Athletes will be required to pick days and times so we can accurately predict utilization in TPC at peak training times. Please contact TJ Kuster at [tjkuster@iwp-llc.com](mailto:tjkuster@iwp-llc.com) to reserve your spot.*

## **PRECAUTIONARY MEASURES**

**Q: What types of precautions is the Center 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 capacity will be limited 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. View our ["Cleanliness Guarantee."](#)*
- *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: Will personal protection be required while in the Center?**

*A: We are complying with IDPH recommendations for facemasks. . Members are required to wear masks at all times in the Center. Employees are required to wear facemasks, at all times, while working in the Center.*

**Q: Is it safe to wear a mask while exercising?**

*A: Yes it's safe to wear a mask while exercising, but considerations should be made. For example, it's recommended that you perform low- to moderate-intensity exercise rather than vigorous exercise while wearing a mask. This is because of the decreased airflow allowed through the mask which can affect breathing and your ability to properly regulate body temperature. Please see any of our fitness coaches for recommendations on exercises. This is also a great time to focus on flexibility and strength training versus cardiovascular exercise. [This link](#) provides some additional information on mask usage while exercising.*

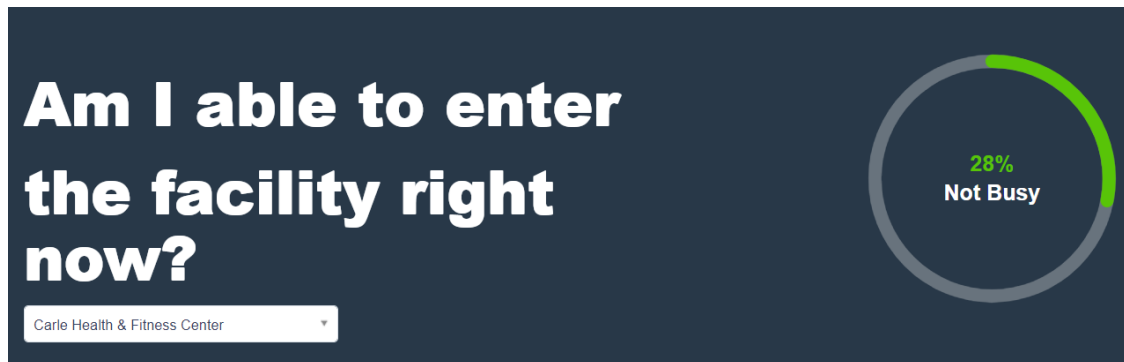
**Q: How will distancing guidelines be maintained in the Center?**

*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) multiple lockers taken out of service 5) reservations required for group exercise classes and use of the lap pool.*

**Q: I want to visit when the Center is not very busy. How can I determine the best time to visit?**

*A: Our capacity tracker indicates the percentage of total capacity currently in the Center. You will be able to simply check our [website](#), [Facebook Page](#) and your MYWellness app for the capacity tracker and determine if you should visit now, or wait until a bit later. Please keep in mind that if we are at capacity, you may be asked to wait before entering the Center. Because of the reduced capacity, please be mindful of the length of your work out, especially during prime times.*

*Example Capacity Tracker (click image to view in real-time):*



## **MEMBERSHIP**

**Q: 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 ask that you visit the Member Service Desk.*

*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 COVID-19.*

*Medical Suspension – Temporary suspension of your membership is allowed for up to 6 months with a note from a physician.*

**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, [Your Wellness, Anywhere](#), at home membership option. If you elect this option, it will transition ALL members on your membership account to the at home programming option called Your Wellness, Anywhere. You will be allowed to access our full private library of group fitness content, on demand group fitness classes, 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 Your*

Wellness, Anywhere or visit <http://www.carlehealthfitness.com/wellness-anywhere>. To convert your current membership to Your Wellness, Anywhere please contact the Member Service Desk.

**Q: What is the cost of Your Wellness, Anywhere 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 contact the Member Service Team to make this change.*

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

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

**FACILITY**

**Q: What are the hours of operation?**

*A: In order to promote a clean and sanitary facility, we have temporarily modified our operating hours. Operating hours are:*

*Monday- Friday 5:00 A.M. - 9:00 P.M.*

*Saturday 7:00 A.M. - 6:00 P.M.*

*Sunday 9:00 A.M. – 5:00 P.M.*

*The locker rooms are closed for deep cleaning from 12:30 P.M. to 1:00 P.M. during the weekdays.*

**Q: When do family friendly hours start?**

*A: Family friendly hours are back! As a reminder, your junior member, ages 11 to 13 must complete an orientation prior to attending during family friendly hours Friday night, Saturday and Sunday. If you have questions, please email Jenna at [jsouhrada@iwp-llc.com](mailto:jsouhrada@iwp-llc.com)*

**Q: Will the pools be open?**

*A: Yes, the lap pool and warm water pool are open. The whirlpool will remain closed. Reservations are required for the lap pool during peak hours. Two of the lanes can accommodate two swimmers and one lane is reserved for a single swimmer. Peak Lap Pool Hours: Monday-Friday 5am-10am and 4p-7pm, Saturday 7am-11am, Sunday 9am-12pm. Limit of one reservation per day. Lap Pool is first come, first served during non-peak hours.*

**Q: Will there be Family Swim?**

*A: Not at this time.*

**Q: Will aquatics classes be held?**

*A: The warm water pool is OPEN but there are no aquatics classes in accordance with Tier 3 mitigations.*

**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. The locker rooms will be closed from 12:30pm – 1:00pm Monday – Friday for cleaning. Sauna and steam room are 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 at this time.*

**AT-HOME PROGRAMMING (YOUR WELLNESS, ANYWHERE)**

**Q: What is Your Wellness, Anywhere programming and what services does it include?**

*A: Your Wellness, Anywhere programming is a solution for staying engaged with your Center family and motivated to continue with leading a healthy lifestyle while in the safety of your own home. We will include a wide array of offerings:*

- *Live and pre-recorded group fitness classes with your favorite instructors*
- *Over 70 on-demand group fitness classes that you can access anytime your schedule allows*
- *Fitness Challenges through the MyWellness app to help keep you accountable and motivated*
- *Exercise Prescription created by your Fitness Coach*
- *Social Wellness opportunities to connect with other members and staff*
- *Individualized session with your Fitness Coach monthly*
- *Services available for an additional cost include:*
  - *Personal Training*
  - *Personal Nutrition Programs*
  - *Small Group Training/HIIT*

**[Please click here to join Your Wellness, Anywhere programming.](#)**

**Q: How can I access Your Wellness, Anywhere programming options?**

*Live classes are available via Zoom. In order to access the class schedule, you must have an active membership (standard or Your Wellness, Anywhere) and be part of the [Virtual Group Fitness Group](#) on Facebook. To gain access, please request to join the group from our main Facebook page. Once we confirm you are a member, you will be added to the group. \*\*This is a private group only for members.*

**Q: What if I missed a class or prefer to do it at a different time? Can I view it after the class is completed?**

*A: Yes, most of our classes are recorded and available “On Demand” for your viewing after the class has concluded. The class recordings will be uploaded to your MYWellness app within 24 hours of the completion of the class. If you aren’t familiar with the MYWellness app, email Blake Heinz, Fitness Supervisor, [bheinz@iwp-llc.com](mailto:bheinz@iwp-llc.com) for assistance.*

**Q: What if I do not use Facebook?**

*A: If you are not a Facebook user you can still participate in virtual classes. Please send an email to our Group Fitness Coordinator, Kyli Overfelt at [koverfelt@iwp-llc.com](mailto:koverfelt@iwp-llc.com) to receive the Zoom links for the available classes. You will also have access to all On Demand programming via MYWellness App.*

**GROUP EXERCISE (GX)**

**Q: Are Group Fitness classes available?**

*A: Group Fitness Classes are not available during Tier 3 mitigations. Please see above for how to access virtual at-home programming.*

**Q: Where can I find the Virtual Group Fitness/Your Wellness, Anywhere schedule?**

*A: The schedule is updated on our website and also posted in the private Facebook group with the needed links. Visit <https://groupexpro.com/schedule/564/?view=calendar> to view the most updated schedule and the Virtual Group Fitness private Facebook group for all needed Zoom links. If you aren’t a Facebook user, please email Kyli Overfelt, [koverfelt@iwp-llc.com](mailto:koverfelt@iwp-llc.com) for the needed information.*

**SERVICES**

**Q: Will you be providing childcare services?**

*A: Yes, ABC is open with full operating hours. Children ages 2 years old and up will be asked to wear a mask.*

**Q: How do I ensure I will get a spot for my child?**

*A: The childcare room is limited to 25% capacity, similar to all other spaces. If we reach capacity, we will move some or all of the children to a larger, available space within the Center.*

**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. Please see a fitness team member to schedule your appointment.*

**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](mailto: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 our dietitian virtually to help practice safe social distancing. You can reach out to [mydietitian@iwp-llc.com](mailto:mydietitian@iwp-llc.com) to schedule your dietitian session.*

**Q: Will I be able to purchase and schedule massages?**

*Yes, full massage services are available. We offer 30, 60 and 90 minute massages. Contact Member Service or [info@carlehealthfitness.com](mailto:info@carlehealthfitness.com) to schedule an appointment.*

**Q: Will there be any changes to the TPC Adult/Youth Training programs?**

*A: Yes, all sessions will be offered but with reduced capacity. Any schedule changes will be announced on the TPC website by 11/20/20. Please contact TJ Kuster at [tjkuster@iwp-llc.com](mailto:tjkuster@iwp-llc.com) for any questions regarding specific TPC adult/youth training programs.*

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

*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. Please email [tjkuster@iwp-llc.com](mailto:tjkuster@iwp-llc.com) for more information.*

**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.*

## **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@carlehealthfitness.com](mailto:info@carlehealthfitness.com)
- Phone-309-433-9355
- Social- [Carle Health & Fitness Center Facebook](#)

*Member Services- Stacey Miller - [smiller@iwp-llc.com](mailto:smiller@iwp-llc.com)*

*Executive Director- Catherine Porter - [cporter@iwp-llc.com](mailto:cporter@iwp-llc.com)*

*Fitness/Wellness- Molly Smeltzer - [msmeltzer@iwp-llc.com](mailto:msmeltzer@iwp-llc.com)*

*Training and Performance Center- TJ Kuster - [tjkuster@iwp-llc.com](mailto:tjkuster@iwp-llc.com)*

*Exercise Is Medicine – Zoe Calio - [zcalio@iwp-llc.com](mailto:zcalio@iwp-llc.com)*

*Dietitian – Kaylee Brown - [mydietitian@iwp-llc.com](mailto:mydietitian@iwp-llc.com)*