



We are reopening Monday, June 15 at 8 am,

We look forward to inviting you to the fitness centre at Metrotower, managed by Curtis Health. Our staff is on-site during all open hours to assist you with your fitness, health, and wellness needs, as well as ensure the facility is kept safe, clean, and functional. Any questions or concerns can be directed to us at metrotower@curtishealth.com and we will get back to you within one business day.

The fitness centre is a space available for you to feel your best. To create a space that is safe and comfortable, we have the following guidelines in place that everyone that enters the fitness centre must adhere to. Please read through the following guidelines:

Hours of Operation - The fitness centre is only opened during staffed times

Monday, Wednesday, Friday 8:00 AM - 2:00 PM

Tuesday and Thursday 12:00 PM - 6:00 PM

Saturday and Sunday closed

To visit the fitness centre, an appointment must be booked online for the day and time that you wish to visit. Please visit Volo, www.curtiswellness.myvolo.ca. You can book 72 hours in advance. If you have any issues with booking please email metrotower@curtishealth.com for assistance.

As there are a limited number of workout times available, and for added safety, if possible if your cardio workouts could be performed outdoors, it would be greatly appreciated, if that is not possible the cardio equipment is available for use

Upon booking you will be provided self-monitoring questions:

Do you have any of the following symptoms: fever, chills, cough, shortness of breath, sore throat, and painful swallowing, stuffy or runny nose, loss of sense of smell, headache, muscle aches, fatigue or loss of appetite?

Are you, or is anyone you are living with sick, self-isolated, or quarantined?

These questions will also be posted on a sign at the door for reading before entering the facility.

If the answer is YES to any of the above, you will not be permitted to use the facility and will be asked to return later. Curtis Health staff reserves the right to refuse entry to anyone that is displaying signs of illness for the safety and consideration of others.

Arrive for your appointment on time. You will be permitted to enter the facility at the start time of your appointment. If you are late, the length of your appointment cannot be extended.

We ask that you wash or sanitize your hands upon entry.

All membership questions, concerns, and inquiries can be addressed to the Curtis Health staff at the reception desk. There will be an area indicated around the reception desk marked for social distancing, and plexiglass has been installed above the counter for safety.

Membership processing and administration will be online.

Signage will be posted throughout the fitness centre based on the following:

Social distancing requirements - 2m/6ft of distancing
Washing and/or sanitizing hands
Wiping down all equipment before and after use
Closed equipment

To adhere to social distancing requirements, Curtis Health has implemented the following changes:

Closed every second piece of cardio equipment
Change of layout with equipment where possible

Change rooms

Few lockers will be available for use to ensure distancing, approximately 1 of every 4 or 5 will be open for use.
Showers will not be available for use at this time

Cleaning will be the responsibility of all Curtis Health staff members, fitness centre members and participants, and janitorial staff.

Members- are responsible for wiping down all equipment used before and after use. We have moved from cleaning spray and paper towel to disposable wipes.

Staff- will be responsible for spot cleaning all the touchpoints in the fitness centre such as counters, door handles, etc. and will follow an hourly cleaning schedule

Janitorial staff- will be responsible for a deep clean of the fitness centre at mid and end of day

Fitness classes will not be running upon gym opening. An update will be sent out to all members once a plan to reinstate classes has been determined.

Virtual services will continue to be provided under the cost of your membership and will be available to you once your membership has been reinstated.

These services include:

Access to our Thrive site: www.curtishealth.com/thrive password: Health

Virtual classes- A fresh live class schedule is sent out monthly with approx. 13 classes available per week at various times of the day. Classes are held over Zoom.

Stretch and meditation breaks- Eight live breaks available weekly over Zoom

Remote support from your Fitness Coordinators

Curtis Health Fitness Coordinators will be on-site during all open hours to ensure guidelines are being followed. Failure to abide by the above guidelines may result in the suspension of membership.

Please type in your name and the current date below to indicate that you wish to reactivate your membership and agree with the above guidelines.

- If this form is not signed and returned to metrotower@curtishealth.com your membership will continue to be on hold.
- Access to the fitness centre and live classes will only be granted to those with an active membership.
- Forms must be returned via email.

Name

Date (MMDDYYYY)

By typing your name, you agree that you are reactivating your membership, the first dues will be charge July 1.