

COVID-19 Response



RE-ENTRY Guidelines – Re-Opening of The Exchange Fitness Centre

DATE: JULY 9, 2020

July 9, 2020

Dear Tenants:

As government restrictions are lifting and our economy commences re-opening, we have prepared these Re-Entry Guidelines to ensure a successful transition back to utilizing The Exchange Fitness Centre.

Our primary objective at The Exchange Fitness Centre is to preserve the health, safety and wellness of members, guests, employees and service partners. Ongoing and open communication is critical to our collective success.

Our plans are a phased approach, with limited hours, limited equipment and a limited number of occupants. Depending on how well those plans work, we will alter them and update you as and when these plans are amended.

Please review this plan and contact us if you require any further information or assistance.

Thank you,

A handwritten signature in black ink that reads "LC Reynolds". The signature is fluid and cursive, with the initials "LC" being more prominent than the last name.

Leanne Reynolds

General Manager, The Exchange

Email: Leanne.reynolds@colliers.com

Tel: 604-662-2620

RE-OCCUPANCY STRATEGY OF THE EXCHANGE FITNESS CENTRE

Changes to The Exchange Fitness Centre

- enhanced cleaning
- usage by appointment only with a flexible cancellation policy
- limited number of occupants
- reconfigured equipment
- enhanced signage

Cleaning

- enhanced cleaning of high-touch points
- mid-day and evening cleaning
- electrostatic disinfecting prior to re-opening
- removed spray bottles/cloths and installed disinfectant wipes
- users to wipe equipment before & after use
- staff to ensure equipment disinfected between cleaning periods

Membership

- memberships will remain on hold until members request they be re-activated

Recommendation:

Contact Curtis Health when you have returned to working in the tower, and want to restart your membership at:

E: exchange@curtishealth.com

D: 604-669-2752

C: 778-874-4525

Operating Hours

- operating hours will be limited to staffed hours in the initial phase of opening.
 - Mon, Wed, Fri – 8 am to 2 pm
 - Tue, Thur. - 12 to 6 pm

Arriving and Leaving the Fitness Centre

- maximum of 4 gym users at one time
- use is by appointment only
- appointments will be accepted up to 3 days in advance
- users will be asked to wash hands or use hand sanitizer upon entry and upon leaving the facility
- flexible cancellation policy:
 - no shows/cancellations less than 24 hours in advance – 1st time, no charge; after that \$20 fee + GST unless COVID-related
 - cancel 24+ hours in advance – no charge

Recommendations/information:

- log into: <http://curtiswellness.myvolo.ca> (any existing members of the fitness have an account on myvolo)
- contact exchange@curtishealth.com to have them resend your password, if you have troubles logging in.
- book up to 3 days in advance
- (no charge) cancel your appointment if you feel unwell, have travelled outside of Canada in the last 14 days or have been in close contact with a person who tested positive for COVID-19
- arrive up to 5 minutes prior to your appointed time

Using the Fitness Centre and Equipment

- entrance door will be propped open while the facility is open to minimize touch points
- some equipment will be closed/taped off to allow for physical distancing
- some smaller equipment and class weights will be taken out of service
- water cooler removed
- hand sanitizer station installed at entrance of the facility
- plexiglass barrier installed at reception

Recommendations:

- keep 2 meters away from others
- wash hands and/or use hand sanitizer before arriving and after leaving
- bring own water
- leave towels and gym bags in locker/changerooms
- wipe equipment prior to and after use, using disposal disinfectant wipes

Staff Requirements

- staff to wear mask
- staff to wear gloves and mask when handling towels
- staff who experience any signs of illness are required to stay home for 14 days
- if staff are directed to be tested for Covid19, they will notify Colliers immediately

Programing

- online Zoom fitness classes will remain available to members (must reactive your membership)
- online Zoom stretch and meditation breaks to remain available to tenants and members
- outdoor classes on the 4th floor patio till July 16th, additional classes offered pending demand

Locker/Shower Facility

- maximum occupancy is 5
- added physical distance signage
- only designated lockers for use to manage physical distancing and focus cleaning.
- disinfectant wipes available to wipe lockers before and after use.
- enhanced cleaning of high-touch points daily and a deep clean each evening and on weekends
- additional waste bin for PPE disposal
- installed hand-washing signage