Reopening Playbook

Spa 23 Guidelines for Cleaning and Disinfection















973.839.8823 | 381 Route 23 | Pompton Plains, NJ www.Spa23.com | open 24 Hours

We are in this together.

As we think about the future of health and wellness, we recognize that we are apart of a larger community of organizations, cities, and individuals taking immediate, necessary steps to care for our well being.

While distancing may be a part of our new normal, wellness and connection remain more important than ever— and having a safe place to boost our immune systems as well as our mental and physical health through exercise is vital to our health.

Since we've had to close our doors, we've been working every day to establish a new normal in our fitness and lifestyle setting to create a safe and sanitary environment. We will need EVERYONE'S participation. We can only be successful by collaborating cooperating, improvising and evolving, not only in our gym life, but in every aspect of our lives.

We have been here for you for the last 40 years and we will be here, when you are ready.



Increased Sanitation



Knowledge is power. We want our members and team to know that you are safe in our club. For us to ensure your safety, we must understand the difference between effective cleaning, sanitizing and disinfecting. This will now be a vital part of each team member's position. Being able to distinguish between these methods and implementing them effectively will help us kill viruses, such as COVID-19, and prevent its spread.

Clean

☑ Sanitize

Disinfect

What it does:

Removes soil, dirt, and debris from surfaces. It does not kill microorganisms.

What products do you use?

Soaps, detergents, water and microfiber towels

to physically remove soil, dirt, and debris from surfaces.

Why clean?

Cleaning lowers the count of germs by removing them from a surface, not necessarily killing them.

What it does:

Kills a high percentage (99.9%) of microorganisms on surfaces.

What products do you use?

Heat (i.e. steam, hot water, and hot air) and requires at least 171° surface contact or an EPA (Environmental Protection Agency) registered product with specific contact time to kill microorganisms on surfaces.

Why sanitize?

Sanitizing reduces and kills the amount of germs on a surface to safe level recognized by the EPA, but it does not eliminate the occurrence and growth of bacteria, viruses, and fungi.

What it does:

Kills a higher percentage (99.999%) of microorganisms on surfaces.

What products do you use?

Disinfecting uses an EPA registered product with specific contact time (1-10 minutes, depending on the chemical) to kill harmful microorganisms, like bacteria, and pathogens on surfaces.

Why disinfect?

Disinfecting reduces and kills the amount of germs on a surface to safe level recognized by the EPA, and reduces the occurrence and growth of bacteria, viruses and fungi.

New Products And Procedures For Cleaning, Disinfecting, Sanitizing

As a reminder, we have deep cleaned and sanitized every part of the club from the pool, the equipment, locker rooms, all surfaces, door handles, floors, and everything in between. Our employees have been working hard to get the club ready to welcome you back.

- •We have increased the number of hand sanitizer units throughout the club.
- •Added more sanitizing wipe canisters (anti-bacterial/virus wipes) and made them available everywhere.
- Added door stoppers where ever possible so you wont have to open doors

Enhanced products + technology

INCREASED SANITATION

Sanitation wipes

Antibacterial Sanitation Wipes to clean, deodorize, and kill bacteria, viruses, and fungi on all surfaces and equipment has always been a staple of the Spa 23's cleaning protocol.



Hand Sanitizer Gel

Hospital-grade disinfectant has always been a staple of Spa 23's protocol

Fogger

Anti-Microbial solution kills the COVID-19 Virus. Effective for use against ALL Human Coronavirus. Eliminates 99.9% of all germs, bacteria, and viruses. Once cured it is completely invisible and harmless to humans including children, the elderly, and pets. 0% VOC, hypoallergenic, and environmentally sage. EPA registered.

Hand Sanitizer Spray

Hand Sanitizer spray, fast-acting, 75% alcohol spray.

Hand Sanitizing Dispensers

Hand sanitizing dispensers have been available in our club for a long time now and we have added more dispensing stations throughout all of our facilities. Hand Sanitizer kills 99.99% of most common germs that can make you sick.

**Note: We have elevated our already aggressive sanitation measures to ensure the continued well-being of our Team, members, and guests.

Enhanced products + technology

INCREASED SANITATION

Disinfectant Spray



Victoria Bay Disinfectant Spray Cleaner RTU. Used in hospitals kills: hepatitis B Virus(HBV), Hepatitis C Virus (HCV), Coronavirus, SARS associated Coronavirus, and Avian influenza Astrain H3N2 and Avian Influenza A strain H9N2, Paramyxovirus(mumps), HIV-1, and Norwalk Virus on hard, non-porous inanimate surfaces.

Pure Bright

As a disinfectant, germicidal bleach is effective against bacteria and viruses. Pure Bright germicidal bleach is economical, yet strong enough to sanitize and disinfect anything that needs cleaning, including bathrooms, shower stalls, toilets, counter tops and food preparation areas. Ideal for residential, commercial and institutional restrooms, cafeterias and kitchens.

P-4D

P4D is a hospital grade disinfectant that delivers effective cleaning performance with the power of peroxide. At 1:64 dilution, P-4D economically and safely disinfects and deodorizes. Effective against a broad range of bacteria and viruses, P4D can be used anywhere a clean and healthy environment is desired. P4Ds fresh scent leaves the room bright, germfree and smelling clean. 1 step cleaner disinfectant leaves a long-lasting fresh scent. Kills a broad spectrum of bacteria and viruses. Powers through common grease, dirt and grime with the power of peroxide. Disinfects and removes urine odors.

GS Restroom Cleaner

GS Restroom Cleaner is a natural acid, toilet, urinal, and shower room cleaner. GS Restroom Cleaner contains 8% natural, citric acid...the same organic acid found in lemons and limes. By its very nature, this natural acid provides efficient cleaning action that quickly removes soap scum, water spots and light rust from toilet bowls, urinals and shower room walls and floors.

^{**}Note: We have elevated our already aggressive sanitation measures to ensure the continued well-being of our Team, members, and quests.

Employee Protective Measures

- Upon entry into Spa 23, the team will be counted for building occupancy, receive a contactless temperature check, and complete the required screening form.
- Wear masks /face covering at all times
- Added hand sanitizer near employee workspaces
- Requiring Spa 23 team members to stay home if ill, present covid-19 symptoms, have traveled to high-risk areas, or if household members travel
- Spa 23 team is required to follow all government and CDC orders.
- Spa 23 team members will be required to disinfect their workspace in the beginning of their shift and clean their workspace every hour
- Spa 23 team members will not be permitted to congregate in breakrooms and must follow the six feet social distancing requirements
- Additional hours dedicated to sanitation
- Removing non-essential tasks from the front desk to other areas of the club to allow for proper spacing
- Spa 23 team member hygiene expectations communicated



Safety Measures at the Club

As we navigate through the reopening of our location, there will be some new things to expect during each phase. Amenities and programming will be consistent with governmental orders and guidelines. We appreciate your help and understanding as we work through this time together.

Cleaning Protocols

We continue to follow stringent sanitation protocols for proper disinfection, operation and maintenance, as well as adding additional procedures to achieve a new level of cleanliness.

Deep Cleans

- Continuous scheduled disinfection of high-touch surfaces throughout the club
- Club hours adjusted to allow for overnight deep cleaning

Enhanced Procedures

- Utilizing EPA-registered disinfectant that kills the coronavirus in under 60 seconds
- Team members training on cleaning protocols and provided with disinfecting kits

Self-Cleaning Stations

- Easy, readily available equipment disinfectant spray
- Hand washing/sanitization conveniently located throughout the club

Locker Rooms

The locker room will be a focal area for our intensive cleaning efforts.

- Locker room use will be limited to hand washing and restroom use only
- Gym wipes available to use on surface areas by members
- Frequent sanitization of shared surfaces using EPA-registered, virus-killing disinfectants
- Please practice 6 ft physical distancing
- The steam rooms, saunas, and whirlpool will be temporarily closed until state guidelines approve access
- Towels must be used in the sauna and steam room once open for use
- We ask all members and Spa 23 team to wash hands after use of the facilities



Fitness Floor



In addition to already intensive cleaning efforts, several protocol additions are being made for further sanitation. Measures are also being taken to help practice social distancing.

- Upon entry into Spa 23, everyone will be counted for building occupancy. Please check in and out at the front door. As per Governor Murphy, you must complete a screening form prior to entering Spa 23.
- Register and secure your spot for Optimal Wellness classes 24 hours in advance using the Spa 23 app
- Equipment has been spaced 6ft apart where possible for social distancing. Any equipment that could not be moved has been marked as unavailable.
- Enhanced cleaning protocols with EPA-registered, virus-killing disinfectants
- Cleaning stations consisting of gym wipes and spray disinfection bottles have been placed throughout the space to help encourage cleaning of equipment before and after use
- Individual sanitation spray bottles will be provided upon entering the club. Arrive dressed to workout/train and bring your own hand towel, water, yoga mat, and boxing gloves.

CrossFit

In addition to already intensive cleaning efforts, several protocol additions are being made for further sanitation.

Measures are also being taken to help practice social distancing.

- Upon entry into Spa 23, everyone will be counted for building occupancy. Please check in and out at the front door. As per Governor Murphy, you must complete a screening form prior to entering Spa 23.
- Register and secure your spot for Crossfit classes 24 hours in advance using the Spa 23 app
- Crossfit classes will be limited to 7 participants that will be masked and physically distanced
- The entire class will be conducted within the Crossfit Box area and all equipment will be cleaned and sanitized before and after each class
- Equipment has been spaced 6ft apart where possible for social distancing. Any equipment that could not be moved
 has been marked as unavailable.
- Enhanced cleaning protocols with EPA-registered, virus-killing disinfectants
- Cleaning stations consisting of gym wipes and spray disinfection bottles, throughout the space to help encourage cleaning of equipment before and after use
- Individual sanitation spray bottles will be provided upon entering the club. We encourage you to bring your own hand towel to wipe surfaces down as resources are limited at this time. Arrive dressed to workout/train and bring your own hand towel and water.

Group Exercise

Classes will be offered and class capacity will be consistent

with government orders and guidelines.

- Upon entry into Spa 23, everyone will be counted for building occupancy. Please check in and out at the front door. As per Governor Murphy, you must complete a screening form prior to entering Spa 23.
- Group Ex studios will be disinfected before and after each class
- Members will be responsible for maintaining and disinfecting equipment.
- There will be several cleaning stations consisting of gym wipes and spray disinfection bottles throughout the space to help encourage cleaning of equipment before and after use
- Participants must wear masks during class



- Members and guest must maintain 6ft physical distancing
- Register and secure your spot for Group Ex classes 24 hours in advance using the Spa 23 app
- Individual sanitation spray bottles will be provided upon entering the club.
- Arrive dressed to workout/train and bring your own hand towel and water.

Front Desk

As we open our doors and welcome you back, we will be following all guidelines set forth by the Governor in addition to our own procedures. Please be assured our main concern is the health and well being of our members, guests, and team and we are here to see to everyone's safety and wellbeing.

- Upon entry into Spa 23, everyone will be counted for building occupancy. Please check in and out at the front door. As per Governor Murphy, you must complete a screening form prior to entering Spa 23.
- Upon entering the building, please stay to the right side of the front door and line up to the right if necessary keeping the standard 6 ft distance.
- Front desk team will be at the front door to check you in using your membership card or other form of ID so as to count those who enter and leave to maintain the capacity set forth by the government.
- Individual sanitation spray bottles will be provided upon entering the club. We encourage you to bring your own hand towel to wipe surfaces down. We will also have antimicrobial/antiviral towels for sale for your convenience.



- Additional larger spray bottles and paper towels will be available throughout the club.
- Acrylic barriers will be placed at the desk, cafe and other areas.
- Transactions will be done by charge to account or credit card only
- Locker rooms will be temporarily closed except for hand wash and bathroom use.
- Upon leaving, please exit through the front door and stay to the right. Hand in your personal spray bottle and once again show your ID so we may check you out of the club to ensure a proper occupancy count
- Arrive dressed to workout/train and bring your own hand towel and water.

Kids Care

Enhanced measures will be taken consistent with CDC guidelines, cleaning practices and social distancing. As with all Kids offerings, space is limited.

- Upon entry into Spa 23, everyone will be counted for building occupancy. Please check in and out at the front door. As per Governor Murphy, you must complete a screening form prior to entering Spa 23.
- There will be a temperature check at the front entrance. Your child must be 72 hours fever free.
- Children 2 years+ must wear a mask upon entering and encouraged to wear it in Kids Care.
- There will be a 1 hour and 30 minute time limit
- Room capacity is 12 children.
- Drop off will be at Kids Care door. Parents will not have access to enter the Kids Care room.



- In addition to our standard protocols, we're implementing enhanced cleaning protocols, including: full disinfection of the space overnight using EPA-registered, virus-killing disinfectants
- We will practice physical distancing during checkin/checkout and within the Kids area
- Removing toys that aren't easy to clean
- Modifying hours and class schedules to practice social distancing and allow for additional cleaning

BEYOGA

Dear Yogis, for your comfort and safety and the staff we have some guidelines to keep each of you comfortable to do your practice. Spa 23 cares that you continue to take classes and that you feel safe.

- Upon entry into Spa 23, everyone will be counted for building occupancy. Please check in and out at the front door. As per Governor Murphy, you must complete a screening form prior to entering Spa 23.
- Register and secure your spot for BEYOGA classes
 24 hours in advance using the Spa 23 app
- Studios will be disinfected before and after each class
- Classes will be held in multipurpose room.
- Each participant will get a contactless temperature check at front door and use the provided hand sanitizer



- Arrive dressed to workout/train and bring your own hand towel, water, and yoga mat.
- Each participant will be 6 feet apart
- Masks are required to be worn by members, guests, and instructors during class.

Member Services

Member Services is here to help guide you back into your routine at Spa 23. To help monitor traffic in the offices and provide the best, safe experience for everyone, Member Services will be available by **appointment only**. To book your appointment, please email memberservices@spa23.com. Appointments can include membership registrations, account changes, experience recommendations, goal setting, and success meetings. During your membership appointment, please remember to bring and wear your mask. Our staff will be wiping down the offices before and after your meeting time which will remain at a 6 feet apart distance.

- Upon entry into Spa 23, everyone will be counted for building occupancy. Please check in and out at the front door. As per Governor Murphy, you must complete a screening form prior to entering Spa 23.
- All personal account information can be updated by logging into your <u>Spa 23 online account</u> or the Spa 23 app. Through this service you can change your address, view class schedules, view reservations, update billing information, and view statements or visits. Member Services can help reset your online account if needed. Write to <u>memberservices@spa23.com</u> for assistance with the Spa 23 App.
- Member Services will also be available to answer any and all questions by phone, 973-839-8823, but
 please be patient as we anticipate the incoming call volume to be higher than normal. We look forward to
 helping make your return to Spa 23 as safe and comfortable as possible.



Aquatics

Spa 23 is dedicated to providing you with a five-star experience, including providing everyone the safest environment to learn to swim. Our immense dedication to a clean facility prior to COVID-19 has been ramped up to an even higher level of safety for all. Open swim, aquacise, competitive swim, group lessons and private swim lessons will be added back consistent with governmental orders and guidelines. Each use of the pool will have designated times.

- Upon entry into Spa 23, everyone will be counted for building occupancy. Please check in and out at the front door. As per Governor Murphy, you must complete a screening form prior to entering Spa 23.
- Your provider will meet you in the pool area at your scheduled time.
 Please arrive no more than 5 minutes before your scheduled appointment to reduce the number of patrons waiting on the pool deck.
- To keep everyone safe, Spa 23 has asked all members and guests to self-assess their health and the health of their children. This selfassessment will be documented upon entry to Spa 23 of all guests entering the facility. If anyone is not feeling well, has a fever, shortness of breath, or any COVID-19-like symptoms, we ask that they contact us to cancel their lesson.
- The steam rooms, saunas, our hot tub will be temporarily closed until state guidelines approve access.



- Face masks that cover the mouth and nose are required in our facility for those not in the water and will be required for entry.
- Children under the age of 2 will not need to wear a mask.
 Swimmers will not be wearing a mask while in the water.
- Upon entry into Spa 23, everyone will be counted for building occupancy. Please check in and out at the front door.
- Arrive dressed to workout/swim and bring your own towel and swim equipment.
- All guests are required to maintain a 6 ft physical distance from guests not of their household while in the facility. This physical distancing also applies to seating in the pool area.

Aquatics Continued

- To limit the number of spectators, we require parents of children age 7 and up wait outside Spa 23 during the lesson. We also require that only one parent escort swimmer's age 6 and under to lessons to limit the number of people in our facility. Younger siblings are permitted with the parent.
- Please note NO shoes will be permitted on our pool deck. Only deck shoes
 that are clean and not worn outside the pool area will be permitted. Bring a
 clean set of shoes/crocks/flip flops for use on the pool deck. All street
 shoes must be removed and stored outside the pool area in the cabinet
 provided.
- Our Family Changing area, while providing private space, will be open for changing if needed. Bathrooms in our facility are for bathroom use only, please limit changing to the changing rooms. The shower will be closed at this time per state requirements.
- In addition to maintaining our pool chlorine levels 50% higher than the minimum recommended level, our staff will be cleaning frequently touched surfaces between lessons with approved disinfectants.



- Our staff members will be using masks for out of the water work and full-face shields for in the water work for protection. The staff will also adhere to physical distancing with other students and staff in the pool. Close contact with the instructor will only occur if your child needs hands on assistance to learn to be water safe. Skill instruction will focus on distancing student and instructor whenever possible.
- While we know that COVID-19 is a threat to our population per the CDC and WHO, we also know that water safety is paramount to the safety of your child. We are here to provide you an all-around safe environment for learning this essential life skill! More than anything we are thrilled to be back together with you and your swimmer here at Spa 23 in our pool!

Pure Massage

Members and team members well-being and comfort is the highest priority. Pure Massage will be available and consistent with government orders and guidelines.

- Upon entry into Spa 23, everyone will be counted for building occupancy. Please check in and out at the front door. As per Governor Murphy, you must complete a screening form prior to entering Spa 23.
- Upon entering the building, please stay to the right side of the front door and line up to the right if necessary keeping the standard 6 ft distance. The front desk team will check you in using your membership card or other form of ID so as to count those who enter and leave to maintain the capacity set forth by the government.
- You will be required to submit to a no-contact forehead temperature check upon entering the facility.
- All linens are removed and replaced in the treatment room after every massage session.



- All service rooms, common areas, and tools will be wiped down by approved EPA-registered disinfectants and cleaning products before and after each massage
- Reservations by appointment only
- There will be a brief phone call screening at the time of making your reservation.
- For your safety we are having everyone prepay with credit cards only to allow for physical distancing in Pure
- We ask that you arrive than 15 minutes prior to your reservation to ensure you receive you full massage time
- Masks will be worn by all Spa 23 team members and guests except where doing so would inhibit the individual's health

Juice Bar & Café

Food safety and sanitation have always been a high priority. During these times, we've implemented even stricter guidelines.

- Juice Bar & Cafe is temporarily closed. Water will be available for purchase at the front door.
- We are not currently accepting cash. Charge to account and credit card only.



Personal Training

The Fitness Department is so excited to have you back. Our goal is to provide one-on-one training sessions in a safe and comfortable environment. The following steps and measures will be taken to ensure we are successful in making you feel comfortable while executing an efficient personal training experience.

- We ask that you arrive than 15 minutes prior to your reservation to ensure you receive you full training time
- Masks must be worn for both team members and yourself at all times.
- Upon entry into Spa 23, everyone will be counted for building occupancy. Please check in and out at the front door. As per Governor Murphy, you must complete a screening form prior to entering Spa 23.
- There will be a contactless temperature check at the front door and hands must be sanitized with our provided hand sanitizer.
- Once at the fitness desk your trainer will sign you in and redeem your PT session prior to start.



- Circuit training is not allowed. You may superset with other pieces, mats dumbbells, BOSU etc...
- For personal training clients, all points of contact on every machine or piece
 of equipment will be thoroughly disinfected completely and immediately after
 use by your personal trainer.
- Individual sanitation spray bottles will be provided upon entering the club.
 Arrive dressed to workout/train and bring your own hand towel, water, yoga mat, and boxing gloves.
- Locker room use will be limited to hand washing and restroom use only
- All personal training sessions must be pre-booked and confirmed to reserve your next session.
- When exiting, use the front entrance on the right hand side of the divider.

Racquetball

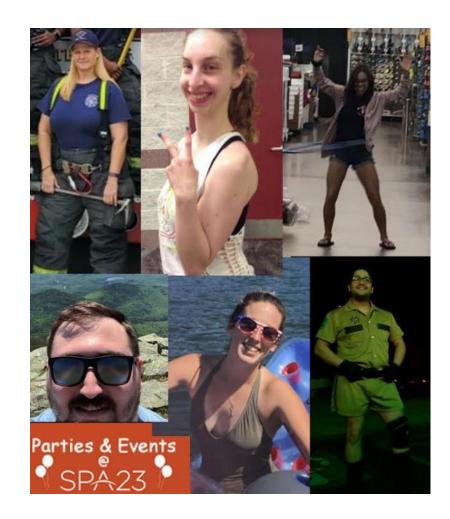
- Upon entry into Spa 23, everyone will be counted for building occupancy. Please check in and out at the front door. As per Governor Murphy, you must complete a screening form prior to entering Spa 23.
- Courts have been thoroughly disinfected and will undergo continuous, scheduled cleaning
- All racquets and equipment have been sanitized and will be re-cleaned after each use
- Individual sanitation spray bottles will be provided upon entering the club. Arrive dressed to workout/train and bring your own hand towel, water, yoga mat, and boxing gloves.
- Locker room use will be limited to hand washing and restroom use only



Parties & Events

We are hosting parties, events and groups in conjunction with the guidelines outlined by the State of New Jersey.

- Parties include birthday parties and other celebrations of noted events.
- We also offer Scout and Group work for specific skills and activities.
- We also host Events for schools, churches and other social groups.
- All events will be hosted by trained staff, adhere to guidelines for safety and social distancing and planned to maximize your experience.



Camp Spa 23

Thank you for a successful Summer. I look forward to seeing you all next year.

Caitlyn Makley
Feel free to contact me at campdirector@spa23.com

We want our campers and staff to know that your safety is our number one priority.

For us to ensure your safety, we must understand the difference between effective cleaning, sanitizing and disinfecting. This will now be a vital part of each team member's position.

Being able to distinguish between these methods and implementing them effectively will help us minimize the spread of the viruses, such as COVID-19, and prevent its spread.



Drop Off and Pick Up Procedure

- Camp drop off at PV Park: 8:55am. Drop off will be at the main gate/grass area
- Our groups will be spaced out in groups throughout the parking spaces near the side fence
- Pick up at the end of the day will be held at the back gate at 4:00pm.
- After care will be held in the back-gate area along the fence.
- Parents will drive up and stay in their cars as we will direct them to and from the car.

Camp Spa 23

Health and Safety Actions

- Post signage and other messaging to remind campers and staff of physical distancing.
- Every 10 minutes will be the 6ft reminder along with counselors enforcing the rule throughout the day.
- Clean, sanitize, and disinfect frequently touched surfaces (for example, playground equipment, sporting equipment, door handles, sink handles, drinking fountains) multiple times per day and shared objects between use.
- Develop, train and implement increased daily sanitization protocols for common surfaces, restrooms, recreational equipment, and camp facilities.
- Any child or staff member with a temperature of 100.4 or above should not be permitted to attend and should immediately be sent home. Campers and staff must be screened for fever or signs of COVID-19 illness prior being permitted to enter the facility or participate in camp programming. Symptoms related to COVID-19 include:

Fever or chills

Cough

Shortness of breath or difficulty breathing

Fatigue

Muscle or body aches

- Headache
- New loss of taste or smell.
- Sore throat
- Congestion or runny nose
- Diarrhea
- Persons who are sent home with any symptoms should receive medical clearance from a physician before returning.
- Provide educational materials in advance to families for sharing with campers prior to camp start.
- Anyone who does show symptoms of illness will be isolated until they are picked up by a parent or guardian.

Enhanced products and technology

- •Hand Sanitizer Spray: fast-acting, 75% alcohol spray.
- •Fogger Anti: Microbial solution kills the COVID-19 Virus. Eliminates 99.9% of all germs, bacteria, and viruses. Once sprayed on, it is completely invisible and harmless to humans including children, the elderly, and pets. 0% VOC, hypoallergenic, and environmentally safe. EPA registered. *Fogger will be used daily.

Camp Spa 23

Enhanced products and technology

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Camper Protective Measure

- Incorporate more frequent bathroom breaks and handwashing breaks before and after all activities.
- Screen children each day upon arrival for history of exposure, symptoms, and check temperatures.
- Campers will be reminded to keep their space when around other campers.
- Groups will be comprised of no more than 10 campers being guided by 2 counselors.
- Campers will be required to hand wash or sanitize their hands when they end an activity and before they start a new activity.
- Campers will be instructed not to bring in any toys from home and all of their belongings must stay in their bags when they are not using them.

Welcome Home Spa 23 Family Thank you for you continued loyalty and support.















