



FAQs

Updated August 12, 2020

We are working to gradually reopen the Veterans Memorial Community Center with the safety and health of our staff, members, and guests in mind. Our plan follows recommendations by the Centers for Disease Control and Prevention (CDC) and the Minnesota Department of Health (MDH) and will continue to evolve as information from the CDC and MDH becomes available to us.

The mission of the City of Inver Grove Heights is to provide services and facilities that enhance the quality of life in our vibrant community. The public that uses our VMCC and participates in our many recreation programs should be advised that the City is doing our best to protect the safety of the public. While we take reasonable measures to ensure our facilities and programs are safe, we cannot guarantee that our programs and facilities are free of the COVID-19 virus and as a user of these services you acknowledge this and accept risk while using these services. Please use our facilities and participate in our programs by following recommendations provided by the CDC which can be found at www.cdc.gov.

To protect yourself, the public and others you should:

- Stay home if you are sick.
- Wash your hands and practice good personal hygiene.
- Practice social distancing, staying 6' feet away from people not in your immediate family/household.
- Do not congregate in groups larger than 10 people.
- We encourage the use of face coverings by those using our facilities or participating in our programs.

1. Why is the facility opening in phases?

We are opening the facility back up in well planned phases to ensure the safety of our staff and customers. We also want to ensure we are following the guidelines provided to us by the CDC as well as the MDH. We will move to the next phase as continued recommendations from the CDC/MDH become available.

2. When will I be billed for my membership?

Membership billing restarted on Saturday, August 1, 2020.

3. Can I put my membership on hold?

Members who wish to put their membership on hold please contact Guest Services. You can put your membership on hold for up to 3 months. Anyone that requests a hold on their membership will be charged the “on-hold fee” of \$10/month.

4. If I cannot use all the facilities, will I be billed the full cost of my membership?

If you do not feel comfortable returning to the facility, we will be happy to keep your membership on hold. Our on-hold policy will apply (up to 3 months at a cost of \$10/month). Please contact Guest Services with any questions or concerns you may have at 651-450-2480.

5. What is required to cancel my membership?

We will require a 30 day notice for all cancellations. Please contact Guest Services with any questions or concerns at 651-450-2480.

6. Will my visit count towards my insurance reimbursement for the month?

All visits from August 1, 2020, will count towards your insurance reimbursement.

7. Has an Operational/Response Plan been developed?

We have prepared an Operational and Response plan per orders by the State of Minnesota. We have used the guidance outlined by the CDC and MDH to develop these plans. These plans are available upon request.

8. Can I pay for a membership, daily pass, or registration with cash or a check?

We will only be able to handle all transactions with a credit card (Visa, MasterCard, Discover and American Express). The less the handling of cash or checks will ensure the safety to our staff and customers.

Amenities/Schedules

1. What amenities will be available/unavailable?

Based on current capacity and social distancing guidelines we have relocated some of our equipment to the upper mezzanine in the lobby and removed a few duplicate strength pieces. All of our fitness spaces (upper mezzanine (7) and fitness center (25) we can accommodate 32 people at a time. Below is the break down of these spaces:

- **Fitness Center:** A maximum of 17 people will be allowed in the main fitness area at a time.
- **Walking Track:** A maximum of 8 (4 on the track and 4 working out in work out area upstairs by the fitness studio doors) people will be allowed on the track; the middle lane will not be allowed to use to allow for proper social distancing.
- **Upper Mezzanine:** A maximum of 7 people will be allowed to use this area at a time.

We reserve the right to change this policy based on customer response and new guidelines.

Locker Room and Showers will be available with limited locker use to promote social distancing; however, air dryers, swimsuit spin dryers and water fountains will be turned off.

Lap Pool: is open for lap swimming and swim lessons. For an to date schedule on our pools, please visit our website (www.invergroveheights.org). Lap swim is continuous swimming for fitness. Lap swimmers will be one swimmer to a lane.

Water Park: Our water park is open for Member Open Swim and Community Open swim. Please visit our website (www.invergroveheights.org) for a complete schedule.

Hot Tub: The Hot Tub will open on Sunday, August 2nd, capacity is 3 and use is first come, first serve.

Saunas: Are CLOSED until further notice.

Group Fitness Classes: We are currently offering over 25 drop in fitness classes for a list of classes we are offering as well as a hand full of Specialty Classes. Please use our Inver Grove Heights app on itunes or Google play or visit our website at www.Invergroveheights.org to view offerings.

Currently all drop in classes require a reservation. Currently, all participants of fitness classes must be 18 years of age or older.

Click here to reserve classes up to one week in advance:

<https://www.grouppro.com/schedule/598/?view=responsive>, space is limited based on class location.

The following **facilities are available for rentals** with capacity restrictions:

- Community Meeting Rooms
- Turf
- Ice
- National Guard Gym
- Water Park
- Lap and Dive Pools

The following areas/programs will not be available during this phase:

- Childcare (Drop-in)
- Open Hockey
- Open Gym
- Open Pickleball
- Senior Center

2. Do you have the same hours, or have they changed?

VMCC Building Hours through September 6:

Monday-Thursdays:	6 a.m.-8 p.m.
Fridays:	6 a.m.-3 p.m.
Sat and Sun:	7 a.m.-3 p.m.

Tentative hours starting September 8:

Monday-Fridays:	5 a.m.-9 p.m.
Sat and Sun:	7 a.m.-7 p.m.

Changes to these hours will be evaluated as we move through re-opening phases.

3. Why is Childcare closed and what is the timeline for childcare to reopen?

Social distancing practices are a priority to keep our members, public and staff safe. Because of the difficulty in doing so within the Childcare area, we feel that keeping this area closed is the safest option. We will continue to monitor recommendations by the CDC and MDH on when we can reopen

safely. We are offering alternative programming for children, visit our website for a complete list of class offerings at www.invergroveheights.org.

4. Will you still provide Recreate Remotely and/or any other virtual programs?

We will continue to offer Virtual parks and recreation programs as well as Virtual Personal Training. We will also maintain our fitness library on our YouTube channel. Go to www.YouTube.com and search on The Grove Aquatic and Fitness Center MN.

We will also be offering a number of in-person recreation programs, watch for Fall Brochure on our website at www.invergroveheights.org

5. Can I bring a guest or use a guest pass?

You will be allowed to bring a guest and use a guest pass. Guest should be aware of ways to protect themselves, such as:

- Stay home if you are sick.
- Wash your hands and practice good personal hygiene.
- Practice social distancing, staying 6' feet away from people not in your immediate family/household.
- Congregating in groups larger than 10 people is discouraged.

We encourage the use of face coverings by those using our facilities or participating in our programs.

6. Will you allow members to bring in equipment from home?

Members can bring their own equipment such as fitness mats, yoga blocks and straps, light weight dumbbells, bands, fitness and recreational balls, kickboards, noodles etc. Use of weight gloves and cotton lifting straps are not permitted as they are not easily sanitized. Please label your personal belongings so we can easily return it to you if you leave it behind.

Cleaning and Sanitization

1. How often will the facility and the equipment be cleaned?

The facility will be cleaned and sanitized daily, with increased frequencies for sanitizing highly touched surfaces and equipment throughout the day.

2. What cleaning measures have you added due to COVID-19?

The additional cleaning measure we are adding because of COVID-19 are:

- Frequently cleaning high touched surfaces within the facility
- Daily sanitizing of all equipment.
- Hand sanitizer stations are available throughout the facility.
- Spray bottles and paper towels for our members to wipe down equipment before and after use.

Staff and Member Safety Measures

1. What PPE measures are required for staff and for members?

Staff will be required to wear a face covering when in public facing areas while they are working. We are recommending and encouraging members to wear a face covering when entering and leaving the facility.

2. What steps are you taking for social distancing?

Social distancing stickers will be placed throughout the facility to ensure that our staff, members, and the public maintain proper social distance from each other throughout the facility.

For equipment, we will be limiting the number of pieces that can be used by the turning off every other treadmill (6 total), ellipticals (3 total), shutting down every other resistance training machine. Rowers and stationary bikes have been moved to our lobby area in the upper mezzanine for your use. Some equipment has been removed (decline bench, tricep ropes) due to social distancing requirements.

We will be limiting lap swim to one swimmer per lane.

In the locker rooms, we will limit the number of lockers that are available for use and closing amenities such as saunas, swimsuit dryers and the hot tub where social distancing is not possible.

For members, public and staff interaction; we will be placing plastic barriers at guest services and check in desks to allow for safe social distancing and communication.

As a final precaution we will be posting signage throughout the facility to remind everyone to keep social distancing in mind, practice proper hygiene and report any issues with Guest Services.

3. What measures are you taking to ensure safety in your classes and your personal training?

Group fitness classes: We will ensure social distancing with limited stations in studios and we will allow a minimum of 20 minutes between classes to sanitize the room and the equipment. Oscillating wall mounted and standing fans have been removed to prevent extra flow of person-to-person transmission. If an instructor is not able to wear a mask or shield the instructor will teach with their back to the class, maintain at least 10 feet

from participants or stand behind clear plastic shield. Group Cycle will not take place until capacity requirements increase.

Personal training orientations and assessments: Our trainers and fitness staff will wear a face covering, maintain proper social distancing and coach utilizing non-contact methods when working one on one or in small groups with customers. Fitness assessments will not utilize methods of measurement that require contact.

4. When do members/guests need to wear a face covering?

Emergency Executive Order 20-81 requires anyone visiting our facilities to wear a face covering.

You can temporarily take it off to do the following:

- When participating in an activity in which the face covering will get wet. For example, when swimming
- When participating in organized sports where the level of exertion makes wearing a face covering difficult.
- When participating in indoor physical exercise—such as in a gym or fitness center—where the level of exertion makes wearing a face covering difficult, as long as social distancing can be maintained at all times.

5. How will you screen your employees to keep staff and members safe?

Before an employee starts their shifts, they will go through a wellness check including symptom questionnaire and temperature checks.

6. What will you do if an employee shows symptoms of COVID-19?

Employees who show symptoms will not be allowed to return to work until they meet the CDC strategies to discontinue home isolations and have consulted a health care provider.

Employees who are working and become symptomatic or are suspected to have COVID-19 will be sent home and areas of the facility they were working in will be shut down and sanitized.

7. What are your procedures if a member shows signs of being sick?

We ask any member who feels sick to stay home. Any member who shows signs of illness, such as cough, shortness of breath, chills, or sneezing with nasal discharge will be asked to leave.

Policy Enforcement

1. How will you limit the number of people in your facility at one time and how will this be monitored and enforced?

We will follow CDC/MDH guidelines related to occupancy restrictions. If we have a restriction put in place, we will have a tracking system that monitors how many members/public are in the facility at one time and have a staff member institute our waiting process for members/public outside of the facility.

2. How will you enforce social distancing on cardio machines, in the free weight area, locker rooms, pools, etc.?

Staff will be walking the facility to ensure that members are safely practicing social distancing. If members are not, our staff will politely remind them. If the member continues or refuses to adhere to the guidelines, we will ask the member to leave.

3. How will you monitor and enforce good member cleaning practices?

Staff will be walking the facility to ensure our members are cleaning their equipment before and after use. To help ensure members can keep their equipment clean, we will be providing cleaning solution and post visible reminders via signage to keep cleaning on top of everyone's mind.