

## Precautionary Measures

### **Q: What types of precautions will the Center be 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 Director to keep you safe while using the Center.*

- *Controlled Capacity- Sequoia will have a limited capacity of individuals allowed in the center 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.*
- *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: I understand the Center is limiting the number of members in the facility to maintain physical distancing but how will I know if the Center is close to reaching its capacity?**

*A: We will display the total number of members currently in the Center as well as how close we are to capacity. Simply check our [website](#) for the capacity tracker to determine if you should visit now, or wait until a bit later. Also, to help limit any congestion, we are asking members to limit their time in the Center to 60 minutes. Please keep in mind that if we are at capacity, you may be asked to wait before entering the Center. If you visit the center in a large group you may be asked to wait longer. Members must now use their scan card to check-out when they leave the center so that Sequoia can accurately track the capacity.*

### **Q: Will personal protection be required while in the Center?**

*A: We will comply with any State guidelines related to this matter. At this point, only employees are required to wear facemasks, whenever feasible, while in the Center.*

### **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) floor markings for classes 4) multiple lockers taken out of service.*

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\*FAQs are subject to change.

## Membership

**Q: Once the Center announces the re-opening date, when will my membership reactivate and start with monthly dues?**

*A: During the closure due to COVID-19, the Center placed your membership on an indefinite Hold and did not charge dues. This did not require you to submit for a temporary freeze/suspension as*

*is allowed in your membership agreement. If you did submit for a freeze/suspension, we will not process your request and allow you to use this benefit at a later date. We felt strongly that it was important to support our members during this time. Dues will begin on June 1<sup>st</sup>, 2020, at 50% to complete the COVID-19 closure dues credit we promised our members.*

**Q: What if I'm not ready to reactivate my membership once the Center reopens? 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 encourage you to use our online tool to submit your request form. To begin the process, please click [here](#).*

- *Temporary Suspension - You may submit a temporary suspension of 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 COVID19.*

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

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

## Facility

**Q: What are the hours of operation once the center is able to reopen?**

*A: In order to promote a clean and sanitary facility, we have temporarily modified our operating hours. We will close the Center mid-day for a thorough deep clean and re-open for the second half of the day. Hours of operation are listed below:*

- *Monday - Thursday: 5a - 1pm, 2pm - 7pm*
- *Friday: 5a - 1p, 2p - 6p*
- *Saturday & Sunday: 9a - 2p*

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

*A: Because our pools are classified as exercise-focused and not recreational, the warm water and lap pool WILL be open.*

*Whirlpool will be closed until further notice.*

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**Q: Will I be able to play basketball/volleyball in the gymnasium?**

*A: No, all group activities in the gymnasium are suspended. The gymnasium will be locked and unavailable to members except for group exercise classes and one-on-one pickleball.*

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

*A: Yes, Aquatic classes will follow the same guidelines as our other group exercise classes. Any Learn to Swim and private swim lessons will be temporarily suspended.*

**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. Wet areas including sauna, steam room, and showers will be temporarily closed to adhere to the State of Ohio guidelines.*

**Q: Will you still provide towels for use by members?**

*A: We will still be providing workout towels for members to use throughout the facility. Bath towels will be brought back into circulation once showers are reopened. Please bring a large bath towel from home if you plan on using either of the pools.*

**Q: Will drinking fountains and vending machines be available?**

*A: Drinking fountains are available for bottle filling only. Vending machines and “grab-and-go” type items will be temporarily unavailable.*

**Group Exercise (GX)**

**Q: Will all of the GX classes be available?**

*A: We will offer a modified schedule upon reopening. The intention is to provide the wide variety of top-notch classes you have become accustomed to in a way that promotes appropriate distancing and cleaning.*

**Q: Will there be a limit to the number of people allowed in an in-person GX class?**

*A: Yes, each in-person class will be limited to 10 participants to allow for appropriate distancing. In addition, most classes will be an “Express” format lasting 30-45 minutes. This will allow us more time to transition participants and disinfect the room/equipment.*

**Q: How do I make sure I get a spot in my favorite GX class if participants numbers are limited?**

*A: Our classes will still operate on a first come first serve basis. When you arrive at the center for your class, you will be required to check in for that specific class. Once the class is full, this will be displayed at the front desk.*

**Q: Should I bring in my own equipment from home for classes?**

*A: Sequoia Wellness has developed a strict disinfecting process and cleaning schedule. We will be rotating sets of equipment that have been disinfected for you prior to your use. Therefore, it is requested that you DO NOT bring equipment from home so that Sequoia Wellness can ensure all*

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*equipment being used has gone through the proper disinfecting process. All Sequoia Wellness supplied mats/GX equipment is sanitized after EACH use.*

## Services

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

*A: Babysitting services are temporarily suspended. Sequoia is evaluating when the Kidz in Motion childcare service and programming options will reopen and will update our members as soon as a date is decided upon.*

**Q: Will I be able to get an initial consultation and assessment when I begin my membership?**

*A: Our assessment schedule is currently on hold until we can have a safe physical interaction and deliver a valuable assessment for your health and wellness needs. We will communicate with members when assessments are able to be completed.*

**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.*

**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 Exercise is Medicine Coordinator, Josh Lamtman, at [jlamtman@iwp-llc.com](mailto:jlamtman@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 Registered Dietitian Nutritionist?**

*A: We are encouraging all members to communicate with their Registered Dietitian Nutritionist virtually to help practice safe social distancing. You can reach out to our member services team to help schedule your session or email [nutrition@sequoia-wellness.com](mailto:nutrition@sequoia-wellness.com).*

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

*A. Yes. The Center will follow all recommended guidelines in order to promote a safe and sanitary environment for our clients.*

## Events

**Q: Will the member events that are scheduled each quarter still be held?**

*A: Depending on when the event is typically scheduled for, the event may or may not be held. Sequoia Wellness continues to monitor State guidelines to ensure all events are compliant*

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and safe for members and staff. Please visit our [website](#) for up to date information and schedules.

## 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@sequoia-wellness.com](mailto:info@sequoia-wellness.com)
  - Phone: 330.325.6102
  - Social: [www.sequoia-wellness.com](http://www.sequoia-wellness.com), [facebook.com/SequoiaWellnessNEOMED](https://facebook.com/SequoiaWellnessNEOMED)
  
- **Member Services**
  - Email: [jsmallridge@iwp-llc.com](mailto:jsmallridge@iwp-llc.com)
  - Phone: 330.325.6103
  
- **General Manager/Executive Director**
  - Email: [amalitz@iwp-llc.com](mailto:amalitz@iwp-llc.com)
  - Phone: 330.325.6167
  
- **Operations Manager**
  - Email: [dmcclure@iwp-llc.com](mailto:dmcclure@iwp-llc.com)
  - Phone: 330.325.6104
  
- **Fitness/Wellness**
  - Email: [jwatson@iwp-llc.com](mailto:jwatson@iwp-llc.com)
  - Phone: 330.325.6106
  
- **Group Exercise**
  - Email: [khiggs@iwp-llc.com](mailto:khiggs@iwp-llc.com)
  - Phone: 330.325.6105