

## Greetings to our Hearthstone Friends and Family

I am truly hoping that this will be my last communication to each of you prior to our reopening. While the official date still remains a mystery, all signs are pointing in the right direction and our hope is that Phase 2 (of which gyms are a part) will be initiated shortly. In the meantime, I wanted to take a moment to brief each of you on the changes you will see at Hearthstone when you return. It is my hope that **many of these changes will only be needed for a short time** but only time can tell when we will be able to go back to our normal operating procedures.

- **Hearthstone has met and exceeded all CDC and IHRSA guidelines** for fitness centers and we have reviewed guidelines established in states such as Arizona and Tennessee and we have met those as well. Hearthstone will be a safe place to return!
- Hearthstone has placed the highest priority on both the safety of our members AND the safety of our staff and framed all new protocols with that in mind.
- All our **equipment has been rearranged to allow for adequate social distancing**. I am pleased to report that EVERY piece of equipment remains available for use by our members. A goal we were proud to achieve! It may not look as nice but it works!
- **We have added 20 additional cleaning stations**. Every four pieces of equipment will share one of these stations. Each will include either disinfecting wipes or disinfecting spray along with hand sanitizer.
- We have transformed our Group Exercise room into a core/stretching room. All Group classes will now be held in Bay B of the building (immediately behind Hearthstone Golf). Access to Bay B will be from the parking lot immediately prior to scheduled class times.
- We have **suspended Stepping Stones child care** until this virus calms down. We are unsure of the mix of adults and children and don't want to potentially risk either group. Too little is known, yet, about Kawasaki's Disease and whether, or not, it is an offshoot of COVID.
- **All wet areas are temporarily closed**. Showers and steam rooms will not be allowed and day lockers in the locker rooms are off limits. There are two important reasons for this – these are high traffic areas in close proximity to one another and my staff can't be expected to wash down showers and lockers between each and every use. You can still use the sinks and toilets and may change in either the toilet rooms or the steam room. The lockers behind the lobby are available for use. There are also bathrooms in Golf and within the Stepping Stones room. Feel free to also use these. Members paying for monthly lockers may continue to use those as they are the only ones using the individual lockers for which they pay.
- **All members will be REQUIRED to check in at the front desk where their temperature will be taken via an infrared thermometer**. All temps below 100.2 (CDC Guidelines) will be allowed in. Members will also have to acknowledge that they have no current symptoms of COVID. These symptoms will be visible throughout the facility. All staff will also have their temperatures taken upon arrival for work. You will now see a bulletin

board listing every employee's name and a check mark indicating that their temp was taken and that it was normal. Anyone having a fever will be asked to immediately leave the facility.

- We will follow CDC and State of Maryland Guidelines on the usage of masks and gloves. All our Hearthstone staff will be masked. If not a requirement, we still ASK all members to wear one. **We will REQUIRE members to be masked whenever they “spot” another person exercising.** In that situation both the spotter and the person exercising MUST be masked. We will have a few Hearthstone masks available for purchase should anyone need one.
- **We have established Senior Hours every day.** This two-hour window will be available for those over 65 or for any member with suppressed immune systems. Each day, these special hours will be from 1:30 to 3:30pm.
- Hearthstone will be **closing one hour early each day** to allow our staff to deep clean the entire gym before the following day's reopening.
- All members will find our new Member Protocols at the end of this email. **Members must acknowledge these rules and sign the form before being allowed to enter the facility.** These protocols have been adapted for the benefit of everyone – to the detriment of no one! Please bring this form, signed, with you on your first time back at the club.
- You must enter the gym via the right-side entry door. Our lobby is now subdivided and you can only enter on the right and exit on the right.
- Our cleaning protocols have been greatly escalated. We still can only do so much. We ask each of you to please be responsible members and clean each station when you finish with it. That will go far towards helping us all stay safe.
- We have developed a detailed COVID Handbook for our staff that includes cleaning and emergency procedures should either a member or staff member test positive. Our entire staff has been trained in these new protocols and they are available for members to see, if necessary.

I know that many of these new protocols may not be viewed positively by some. As we have all seen during this pandemic, there still remain doubters along with those who may still remain uncomfortable leaving their home confines until the virus either ceases or an effective vaccine is developed. I am in the position of having to balance both sides in coming up with an impactful set of guidelines that **successfully protects everyone within the club.** And, of course, none of these procedures work unless they are followed and enforced. My staff also all know that every member will be looking to them to set the tone for the facility. I ask each of you to bear with us, help us and abide by these guidelines. I have trained my staff in what behavior is unacceptable and trained them in how to interject themselves into those situations to rectify any problems. This isn't something any of us WANT to do but we MUST do it to maintain the safety of everyone involved.

Hearthstone has always been known for its cleanliness and this is more important now, than ever before. Our staff are all dedicated to carrying out our new cleaning procedures on a timely and non-intrusive basis. You can trust that the prior level of cleanliness has been elevated in new ways. As I personally love saying, “there’s clean .... and then there’s **Hearthstone clean.**”

We will have been closed almost three months or 25 percent of the year. This represents time and resources we will never get back. As a small business owner, I would be remiss in not saying that this forced closure has had serious financial impacts on our business. It is our goal to continue forward, on a path – relatively unchanged – from before. Again, I can’t thank those Hearthstone Heroes enough. These great members continued paying their dues throughout the closure which allowed us to keep the lights on and the mortgage and staff paid. I thank each of you from the bottom of my heart. Your trust in us is precious and our aim is to never let you down! Because of each of you, we were able to remain Hearthstone Strong.

We look forward to welcoming you back!

Dave

## **Hearthstone Health + Fitness, Inc.**

### **Member Acknowledgement**

I acknowledge that I have read the following Member policy amendment, dated May 15, 2020 and agree to abide by these rules:

1. Members are expected to abide by social distancing protocols while in the facility.
2. All members must scan their cards and register at the front desk upon entry.
3. All members must acknowledge they are not experiencing any symptoms of Covid-19. A list of these symptoms is prominently displayed at the desk.
4. Members will allow a Hearthstone staff member to take their temperature, via infrared scan, before entry will be allowed. These temperatures will not be recorded nor written down.
5. Each Hearthstone staff member will have their temperature taken daily and an acknowledgment of their "normal" temp status will be prominently displayed in the facility.
6. Masks are recommended pursuant to CDC and Health Department guidelines.
7. Spotting other members is discouraged. If you insist on spotting someone, then both you AND the member being spotted MUST be wearing masks.
8. Temporarily, showers and steam rooms will not be available for use.
9. Temporarily, Day lockers, in the locker rooms, will not be available for use. Members who have rented lockers may still use them to store belongings. We ask that anyone having to change clothes in the locker rooms do so in either the empty steam room or in one of the three toilet rooms. A separate bathroom is also available in Hearthstone Golf.
10. The physical layout of the gym has been changed to allow for distancing between machines. Convenient to each machine is a "wipe station" consisting of both hand sanitizer and machine disinfecting wipes. Each machine MUST be wiped down after you are finished using it. Trash cans are also conveniently located to dispose of used wipes. Some cleaning stations utilize microfiber towels and spray disinfectant bottles. These can be used on all equipment. These towels are changed hourly. Please use these products sparingly as they are outrageously expensive. Any member seen removing any of the hand sanitizer bottles will be susceptible to a fine up to \$100.
11. Out of respect for those seniors and anyone having severely compromised immune systems, we have set aside the hours of 1:30 to 3:30 pm, daily, as times for these members to be able to work out more comfortably. Please avoid these hours if you do not fit into that category.
12. Temporarily, Stepping Stones child care services are suspended.
13. All Group Exercise classes are now held either outside (weather permitting) or in Bay B located immediately behind Hearthstone Golf. See the front desk for directions and protocols.
14. Hearthstone has increased its cleaning protocols to include more thorough cleaning of all equipment several times during the day. Our shortened operating hours will allow us to do a deep clean each night prior to closing. If you see any issues, please report them to the front desk immediately.
15. If any member sees another member acting inappropriately or in a hazardous manner, please report it IMMEDIATELY to the front desk for action.
16. While Hearthstone prides itself on providing a clean facility, we cannot do it alone. All members are expected to protect themselves to the level they feel comfortable. All members must show respect to every other member and treat them as if they were a member of their family.

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Printed Name

Signature

Date