

SHEPHERD UNIVERSITY

*Wellness
Center*

PHASE 2

*The Path
Back to
Wellness*

**Welcoming Back the Pool & Other Amenities: A
Comprehensive Guide to Reopening & Using
the Pool**

A Message From the Aquatics Coordinator

Dear Wellness Center Family,

The Wellness Center gym has been open since Tuesday, May 26, 2020 with new protocols in place to help keep our staff and members as safe as possible from COVID-19 while using our facility. With the CDC and Governor's new recommendations, we feel it is time for us to open other parts of the Wellness Center for member use.

Beginning Monday, June 8, 2020, we will be opening the arena, racquetball courts, and pool for use. This document outlines additional protocols for these areas of our facility so that we may continue to keep both our members and staff safe and healthy while using our building. There will continue to be one-way flow of traffic through all parts of the building and we will need all members and staff to maintain social distancing at all times.

While you were away, the pool was drained for its annual maintenance and cleaning. Our staff has worked hard to clean and rearrange the pool area. We will have half of our pool lanes available for member reservation and only one member at a time will be permitted in each available lane to continue to promote social distancing guidelines. The family cabana will be the only locker room open as we are requiring you to shower prior to coming onto the pool deck to begin your workout. Our staff will be thoroughly disinfecting the private stalls after each use. The Wellness Center staff has undergone multiple trainings so we may all continue to stay safe and healthy while using the facility.

We are allowing for new members to join the Wellness Center Family beginning June 1, 2020. As for current members, you will continue to have free access to the facility until June 26, 2020. You will not lose any time on your membership, locker rentals, or other services.

We hope to see you soon!

Sincerely,

Andria

Andria Leach
Aquatics Coordinator
Shepherd University Wellness Center

PHASE 2

July 1 - Until Further Notice

Amenities & Services Available

Cardio Equipment
Resistance Machines
Free Weight Area
Pool Access- Lane Reservation
Court Usage for Single Play
New Memberships (June 1)
In-person Sales
(Credit Card Only)
Arena Access for Walking

Facility Hours of Operation

Monday - Friday
6 a.m. - 8 p.m.
Saturday & Sunday
8 a.m. - 2 p.m.

Amenities & Services Not Available

Towel Service
Locker Rooms
(except showers for swimmers)
Pool Equipment
Private Swim Lessons
Group Swim Lessons
Facility Rentals
Track Access
Equipment Rentals
Guest Fees

Pool Hours of Operation

Monday - Friday
6 a.m. - 1 p.m. & 3 p.m. - 8 p.m.
Saturday & Sunday
8 a.m. - 2 p.m.

Member Conduct: Building Usage

Entry

All members must wear a face covering and go through each station outside, before fully entering the facility:

- Self-Assessment
- Temperature Check
- Hand Sanitize

Members must practice social distancing while outside of the facility. Please be prepared for entry and reception to take 5-10 minutes.

Reception

- No food or drink can be taken in by members. (Water bottles that are already filled are permitted.)
- Only one member at a time can be checked in using our contactless protocol (See Indoor Flow)

Beyond Check-In

- All members must wear a face covering
- All members must follow traffic flow
- All members must clean equipment before and after each use (with a new cleaning wipe for each machine)
- All members must wash hands per posted CDC guidelines
- No locker rooms except for shower use for members with a lane reservation or track access available at this time
- No "spotting" in the weight room is permitted
- No contact of any kind is permitted
- All members must maintain 6 ft. of distance at all times
- Personal belongings must be stored in designated area upstairs
- Only one person is permitted in upstairs restrooms at one time

Exit

- Members must practice social distancing when leaving the facility
- Members must follow traffic flow

Member Conduct: Pool Only

Entry

All members must wear a face covering and go through each station outside, before fully entering the facility:

- Self-Assessment
- Temperature Check
- Hand Sanitize

Members must practice social distancing while outside of the facility. Please be prepared for entry and reception to take 5-10 minutes.

Reception

- No food or drink can be taken in by members. (Water bottles that are already filled are permitted.)
- Only one member at a time can be checked in using our contactless protocol (See Indoor Flow)

Beyond Check-In

- All members must wear a face covering
- All members must wear shoes at all times in the locker room and on the pool deck
- All members must follow traffic flow
- All members must enter into their designated locker room to shower with soap
- All members must exit the locker room onto pool deck
- No contact of any kind is permitted
- All members must maintain 6 ft. of distance at all times
- Personal belongings must be stored in designated chairs on pool deck

Exit

- Members must towel dry and put their face covering on before exiting the pool deck
- Members must practice social distancing when leaving the facility
- Members will exit pool through double glass doors past observation deck
 - Members are encouraged to "bump" the door rather than use hands
 - Members must follow traffic flow to exit facility

Building Policies & Protocols

The Wellness Center Recommends:

- Vulnerable populations are strongly encouraged to stay home.
- Modify high intensity workouts (i.e. running, HIIT) while wearing a face covering.

The Wellness Center Requires:

- Be in good health - a temperature ≤ 99.7 .
- Wear a face covering.
- Only 40 members in the building at one time. No one is permitted to wait inside of the facility.
- Limit workout to 75 minutes when others are waiting.
- Social distancing of at least 6 ft. from each other.
- No guests are permitted.
- Clean all equipment before and after use.
- Bring your own water bottle. Water fountains are turned off.
- In the event of a medical emergency, the building will be closed and cleared.
- If using the pool, lane reservation is required before coming to the facility.

Single Play Court & Arena Usage

- Members must bring their own equipment to use on the courts.
- Only one person is permitted in the racquetball court at a time.
- Pickle ball courts are for singles play only.
- Members should practice good personal hygiene and wash their hands frequently and avoid touching their face.
- Only one person can shoot around at each basketball hoop.
- The outside of the arena will be used as a walking track.
 - Walkers must stay to the far outside of the arena,
 - Members must walk in single file and stay 6 ft. away from each other.
 - If passing someone on the track, move towards the middle of the arena and make sure to maintain social distancing.
 - No water bottles are permitted on the courts.

Pool Policies & Protocols

- Members must wear a face covering except when in a bathroom stall, when showering, or when in the pool.
- Members must wear shoes at all times in the locker room and on the pool deck.
- Lanes will be used for lap swimming only.
- Lane numbers will be clearly marked with a sign attached to a chair that members will use to house personal belongings.
- Only one person is permitted in each lane at a time.
- Lanes are available by 60-minute reservations only.
 - Reservation can be made online or over the phone (See "How To" document below).
 - No back-to-back bookings. If you schedule two consecutive hours, your second booking will be canceled.
 - 60-minute reservations include times to shower, enter, and exit the pool.
- All locker rooms will be available for members at the time of their lane reservations. Lockers are still unavailable at this time.
 - Before arriving for the lane reservation, members must make arrangements with front desk staff to get belongings.
- Members must keep personal belongings with them at all times.
 - Members will need to take personal belongings home with them after workout.
 - All locker rentals have been extended to ensure members are not losing time on their rental during these restrictions.
- Members must shower with soap prior to entering the pool.
- Members must follow one-way directional arrows through the locker room, the pool, and the rest of the facility.

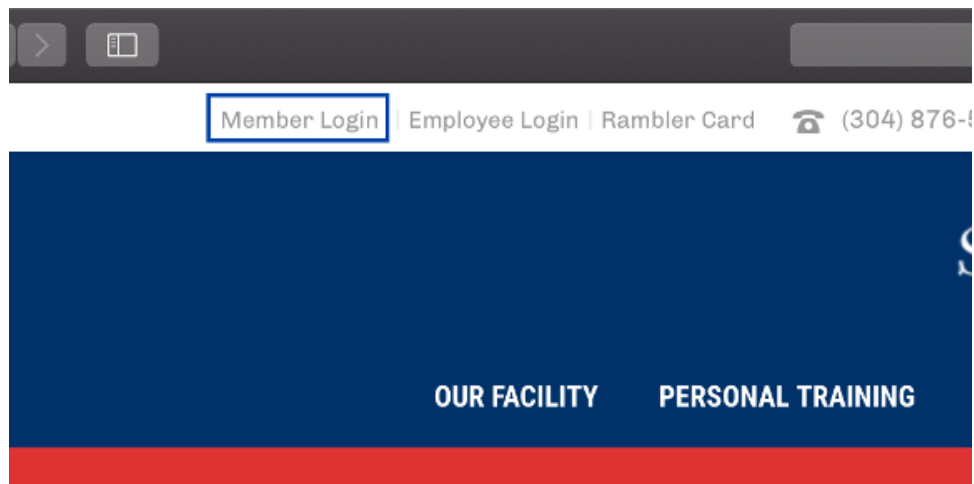
Pool Policies & Protocols Continued

- Members who need the pool stairs for entry are encouraged to reserve lane 8.
- If not swimming in lane 8, but need stairs to enter the pool, members must yield to swimmers already in their reserved lane.
 - Member must wait until swimmer is between the far-side flag and far-side wall before crossing to get to their reserved lane.
- Preferred method is using ledge/wall directly in front of your reserved lane for entering and exiting.
- No one is permitted to observe swimming from pool deck or observation deck.
- No equipment will be available for use (kick boards, pull buoys, etc).
- Please do not approach lifeguards.
 - All members are required to stay 6 ft. from all staff and other members.
- The water fountain on pool deck will not be operational.
 - Members are encouraged to bring their own water bottle.
 - The water bottle refill station on second floor will be available.
- Members will not be permitted to exit through the locker room after their workout.
- Members must towel dry with their own towel on the pool deck and exit through the double doors past the observation deck.
- Members must exit the facility following traffic flow.
 - Members must yield to other members entering the facility
- Members must promptly leave at the end of their reservation time and be off of the pool deck before the next reservation.

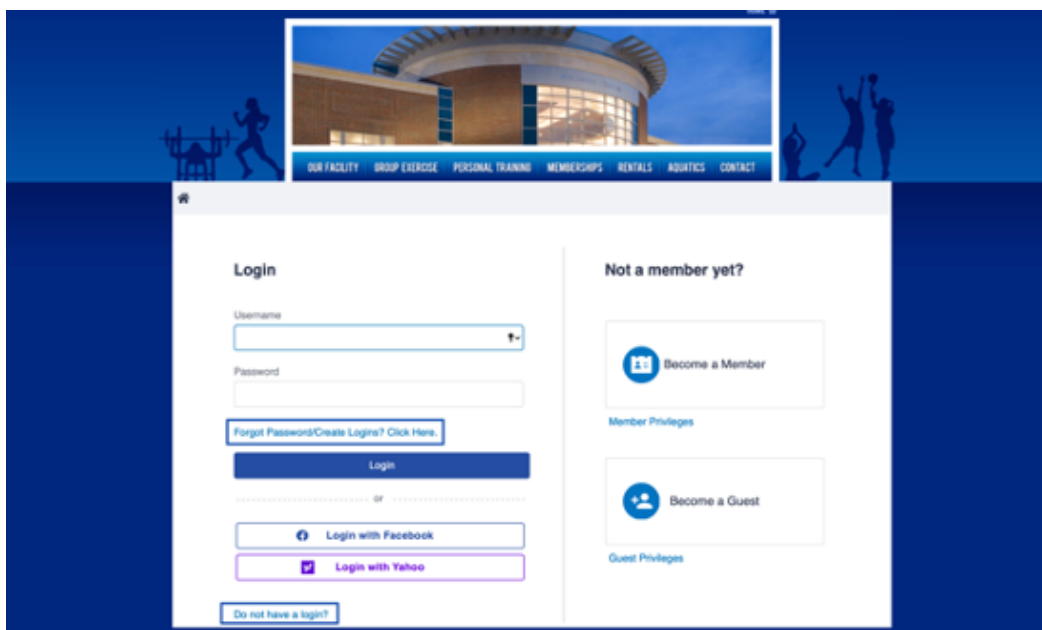
How to Reserve a Lane Online

Logging In

1. Visit <http://shepherdwellness.com>
2. Click on "Member Login" in the top left of your screen

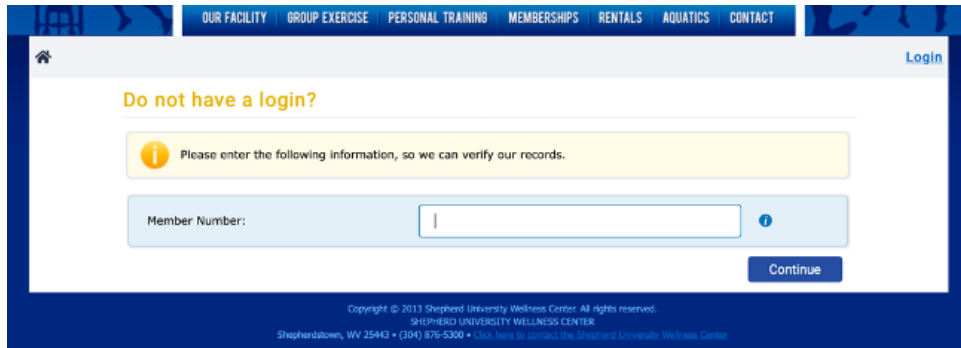


3. Once your browser is redirected, either login, or create login information



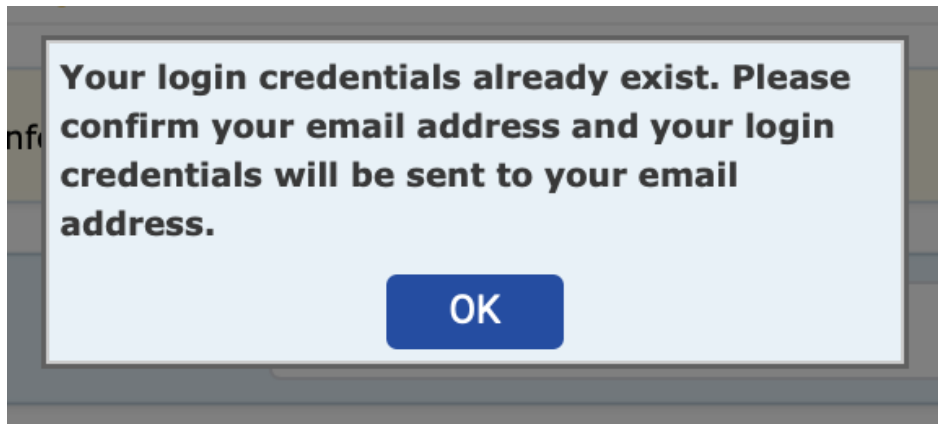
4. Creating Login/Forgot Username or Password

- You will need: Membership number - found on membership card

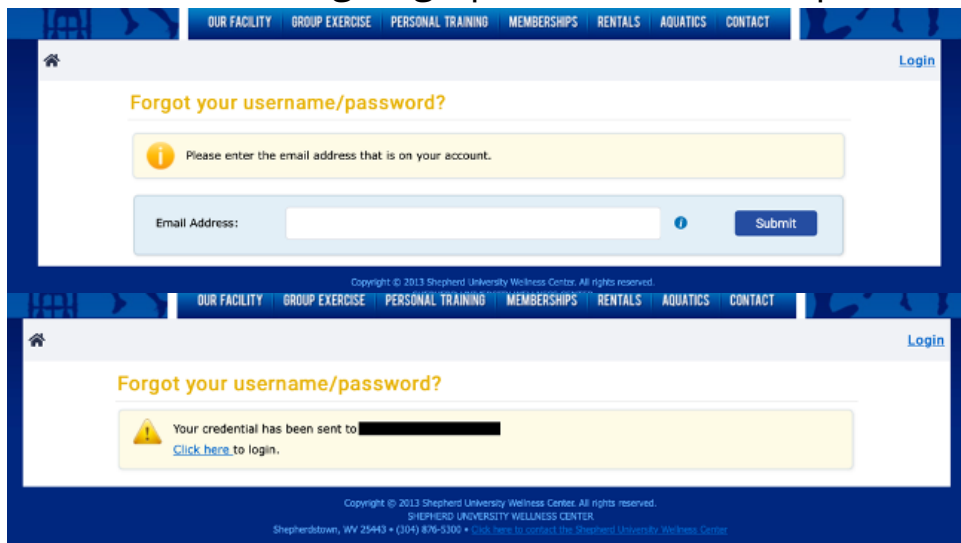


The screenshot shows the login page with a navigation bar at the top containing links for 'OUR FACILITY', 'GROUP EXERCISE', 'PERSONAL TRAINING', 'MEMBERSHIPS', 'RENTALS', 'AQUATICS', and 'CONTACT'. The main content area has a 'Login' link in the top right. Below it, the heading 'Do not have a login?' is displayed. A yellow information box contains the text: 'Please enter the following information, so we can verify our records.' Below this is a form with a label 'Member Number:' and an input field. A 'Continue' button is located at the bottom right of the form. At the very bottom, there is a copyright notice: 'Copyright © 2013 Shepherd University Wellness Center. All rights reserved. SHEPHERD UNIVERSITY WELLNESS CENTER. Shepherdstown, WV 25443 • (304) 876-5300 • [Click here to contact the Shepherd University Wellness Center](#)'.

- A pop-up will say login credentials already exist. Click OK



- Enter email used when signing up for a membership



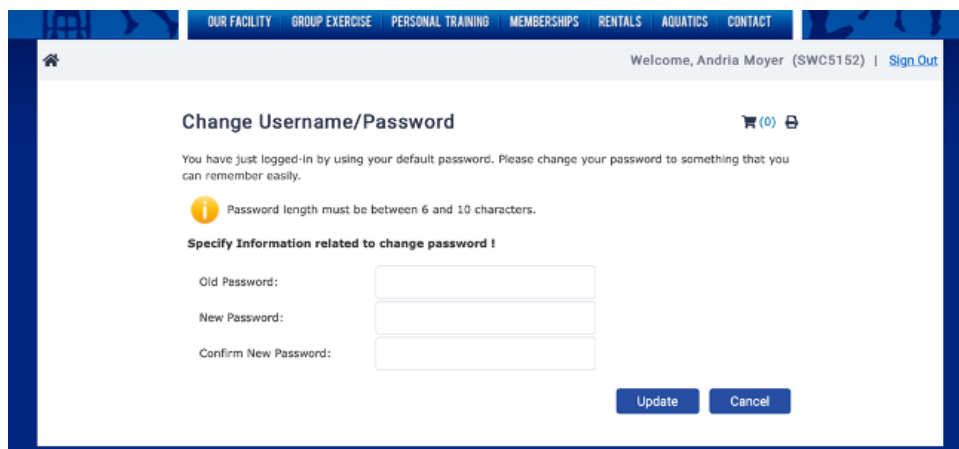
The top screenshot shows the 'Forgot your username/password?' page. It has the same navigation bar as the first screenshot. The heading is 'Forgot your username/password?'. A yellow information box contains the text: 'Please enter the email address that is on your account.' Below this is a form with a label 'Email Address:' and an input field. A 'Submit' button is located at the bottom right of the form. The bottom screenshot shows the same page after submission. A yellow warning box contains the text: 'Your credential has been sent to [redacted] [Click here](#) to login.' The copyright notice at the bottom is the same as in the first screenshot.

- If you do not know either of these, please call the front desk (304-876-5300)
- Wait for login information to be send to your email (this may take a few minutes)

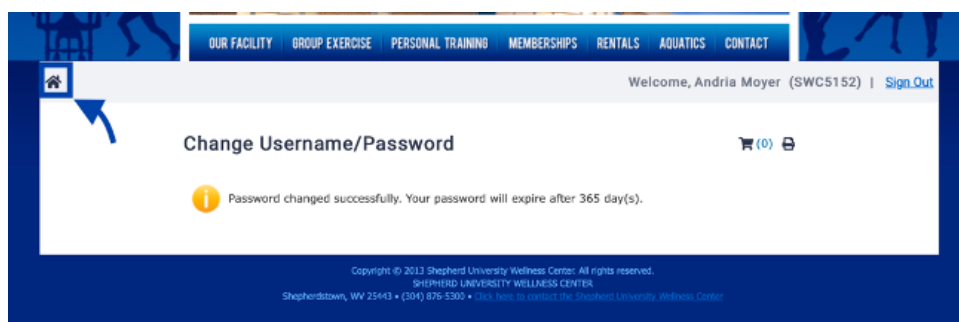
5. Upon logging in you will be able to view your account info, view programs, make reservations, and see group programming



- **First time/new login** – after clicking one of these, you will be asked to create a new password
- Fill in old password you received in your email, then fill in new password and click "Update"



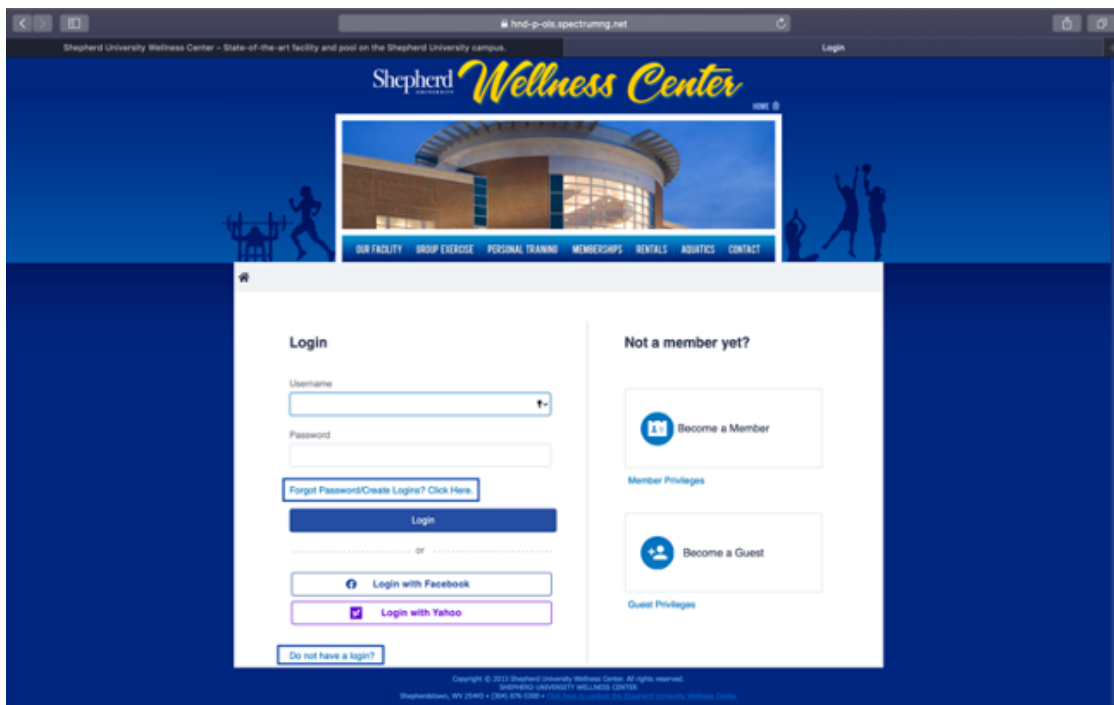
- Click the "home" icon once you have created a new password



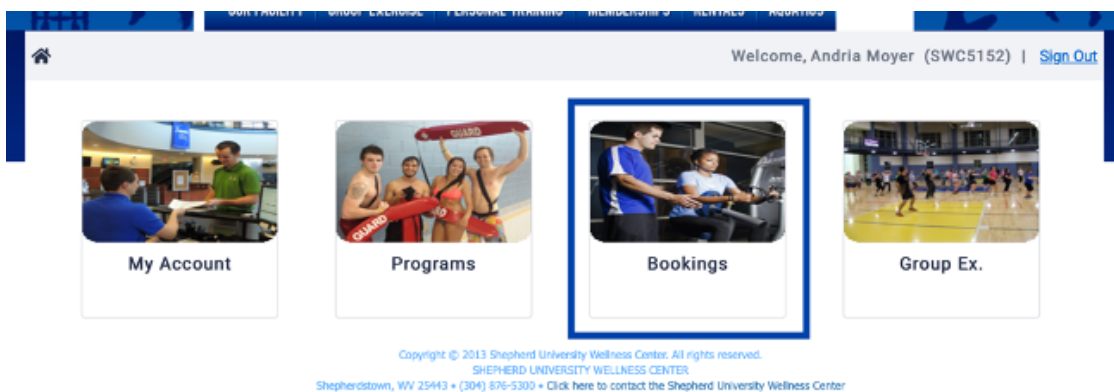
How to Reserve a Lane Online

Booking Lane Space

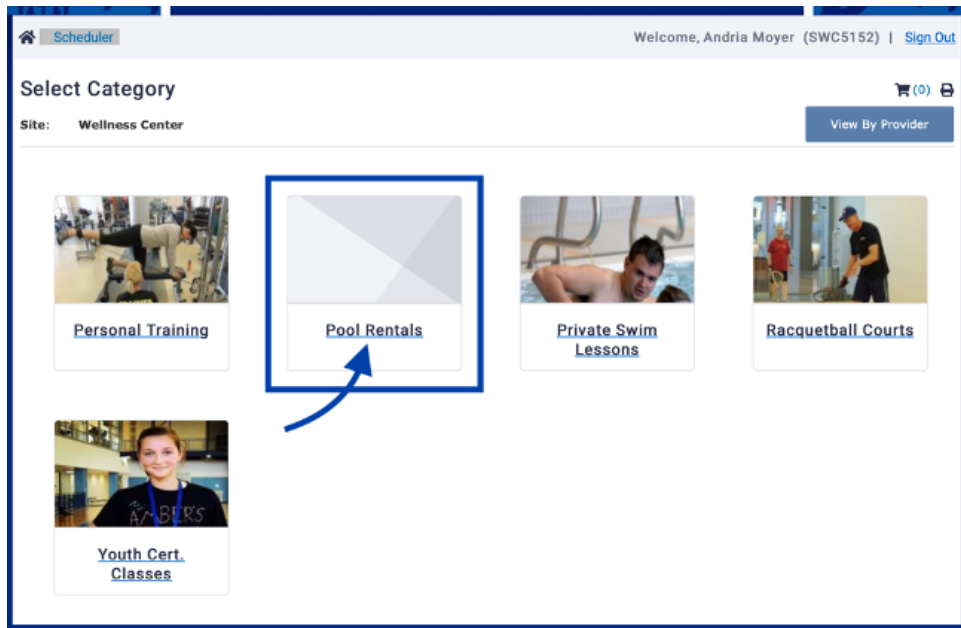
1. Login to your Wellness Center Member account following the steps in “How To: Login”



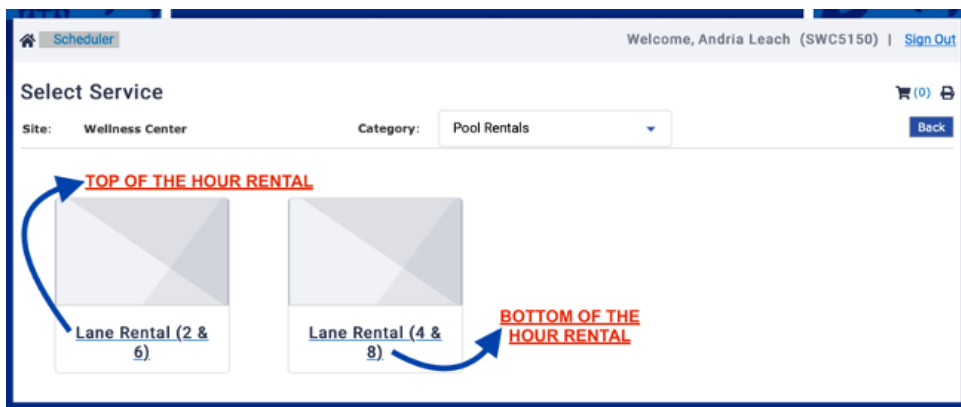
2. Click "Booking"



3. Click "Pool Rentals"

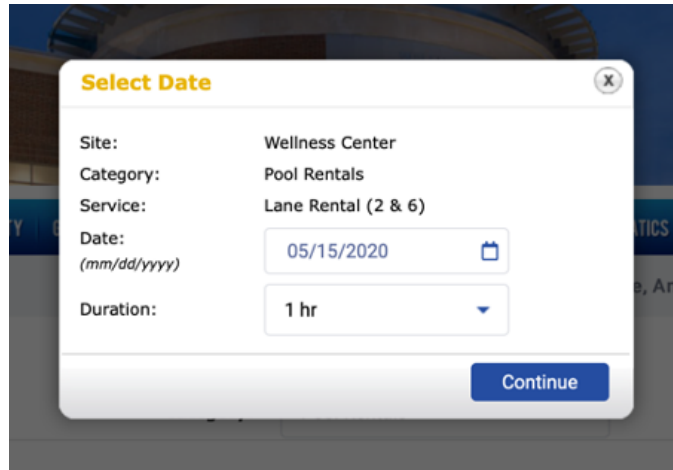


4. Select either "Lane Rental (2 & 6)" or "Lane Rental (4 & 8)"

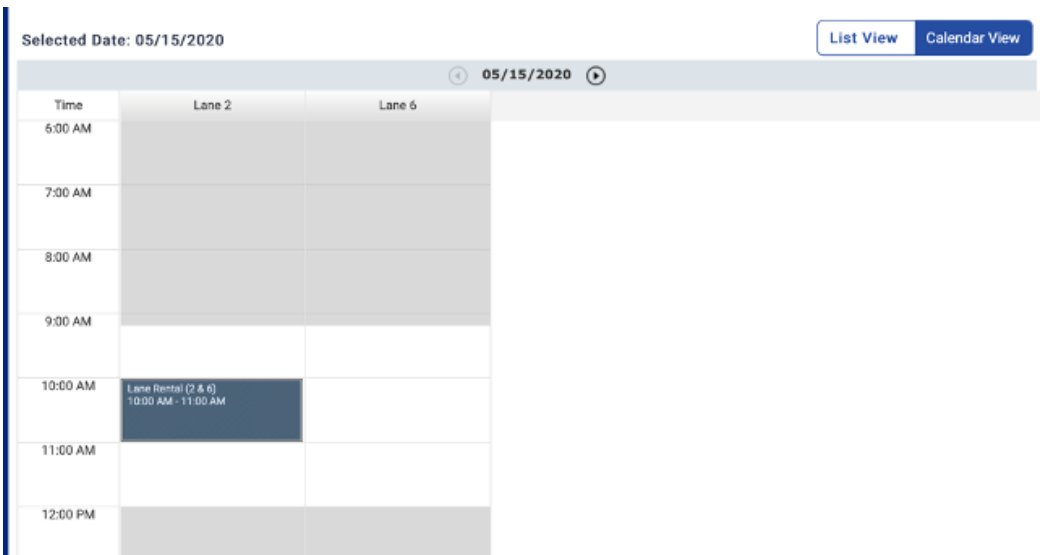


- You will only be able to swim in one lane for 1hr blocks (no back-to-back bookings allowed)
 - If we see you have booked back-to-back hours, we will cancel the second reservation
- Lane 2 & 6 offer 1 hour blocks starting at the top of each hour we are open (i.e. 6 am, 7 am, etc.)
- Lane 4 & 8 offer 1 hour blocks starting at the bottom of each hour we are open (i.e. 6:30 am, 7:30 am, etc.)

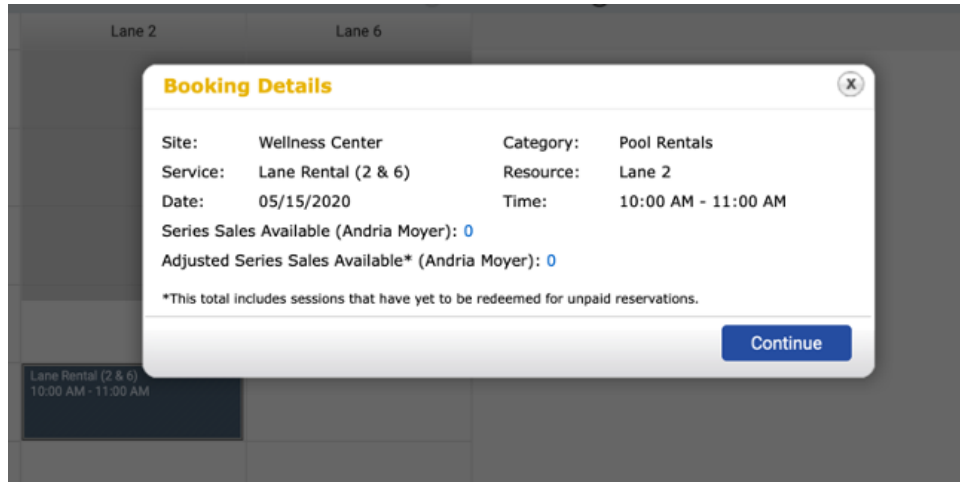
5. In the pop-up, select the date you wish to book and click continue



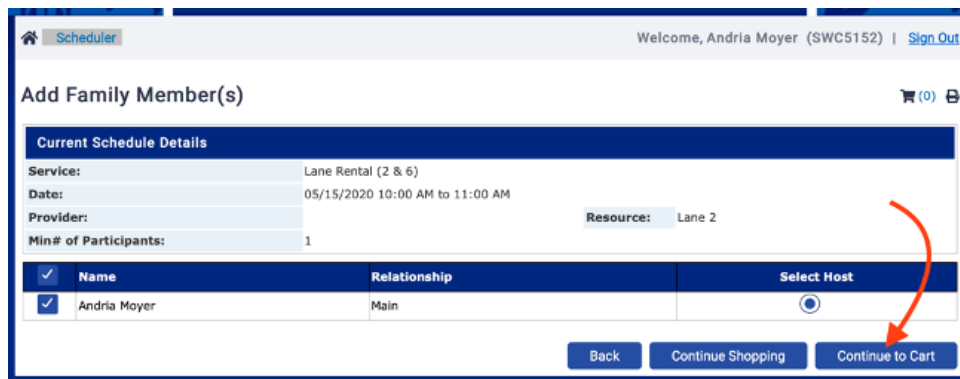
6. You can view the available slots in calendar or list view



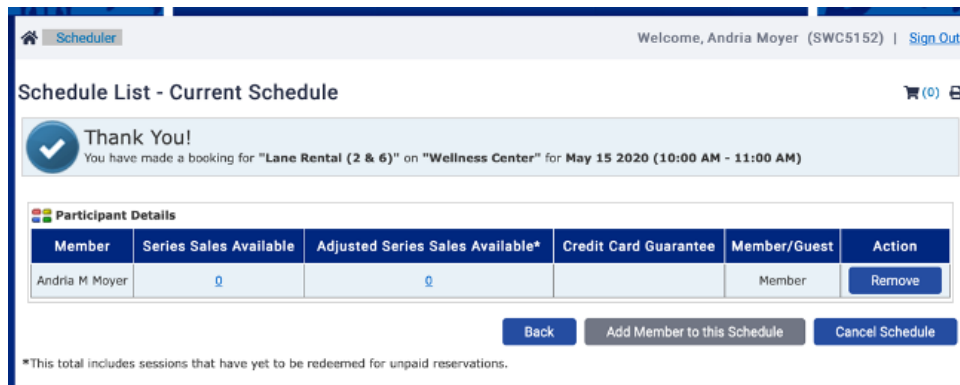
7. Select your desired 1-hour time slot and click "Continue" in the pop-up



8. Confirm information is correct and select "Continue to Cart"



9. You will receive a confirmation email with your "Schedule Confirmation"



10. Arrive at the Wellness Center at your reserved time and follow the check-in procedures listed above in this document

FAQs

Can I just show up and use the pool?

No, members must reserve a lane in advance. We have scheduled facility cleaning around the times' lanes are available.

How far in advance do I have to reserve a lane?

You can sign up over the phone or online up to an hour before the reservation time begins.

What if I am late for my reservation?

The reservation time will still be held for you up to 15-minutes past the scheduled time. If any later, you will need to reschedule. You will need to exit the pool deck promptly at the end of your scheduled time.

Why can't I use the locker room to access my locker?

The men's and women's locker rooms will remain closed until further notice due to the inability to control for social distancing. You will need to make arrangements by calling our front desk staff in advance to access your locker if you needs items currently store in it. All lockers will continue to be extended until they open back up. You will not lose any time on your locker rental.

Why can't I shower after I use the pool?

To ensure member safety, we only have one-way traffic flow through our facility. This allows us to control for social distancing and have a more effective cleaning protocol in place.

What if I want to swim longer than 60-minutes?

Since we are limiting only one person per lane, we are requiring members to limit their reservation to 60-minutes (including pre-entry shower time) to allow as many members as possible the opportunity to swim.

FAQs

Can I come in before my lane reservation time to get ready?

No, members will not be able to access the locker rooms before their reservation time. Lane availability is strategically set to ensure social distancing while in the locker rooms.

Why is only half of the pool available for swimming?

We are keeping in compliance with the social distancing order to keep members and staff at least 6 ft. apart.

Can I use a lane to do water exercise instead of lap swimming?

Yes, you can reserve a lane for pool exercises.

When will aquatics group exercise be brought back?

We do not have a timeline for when group exercise will start again. .

Why can't I bring my family to the pool?

For the safety of all members and staff, we are limiting lane usage to one person per lane and no one is allowed to observe from the pool deck.

Why is only one person allowed in the racquetball court or at a basketball hoop at a time?

We are keeping in compliance with the social distancing order to keep members and staff at least 6 ft. apart.

Accessing Our Building

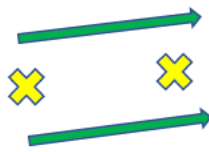
Outdoor Flow

Access Road

Outside Door

The Shepherd University Wellness Center

Outside Door



Self-Assessment Check- Members must be able to answer "NO" to all questions before proceeding.

1. Are you experiencing cough, shortness of breath, sore throat?
2. Have you had new loss of taste or smell?
3. Have you had vomiting or diarrhea in last 24hr?
4. Have you had a fever in last 48hr (≥ 99.8)?
5. Have you been exposed to someone exhibiting COVID-19 symptoms?

AMENITIES AVAILABLE IN PHASE TWO
 Cardio Equipment
 Resistance Machines
 Free Weight Area
 Pool Access- Lane Reservation
 Court Usage for Single Play
 New Memberships (June 1)
 In-person Sales (Credit Card Only)
 Arena Access for Walking

Policies and Protocols

The Wellness Center Recommends:

- Vulnerable populations are strongly encouraged to stay home.
- Modify high intensity workouts (i.e. running, HIIT) while wearing a mask.

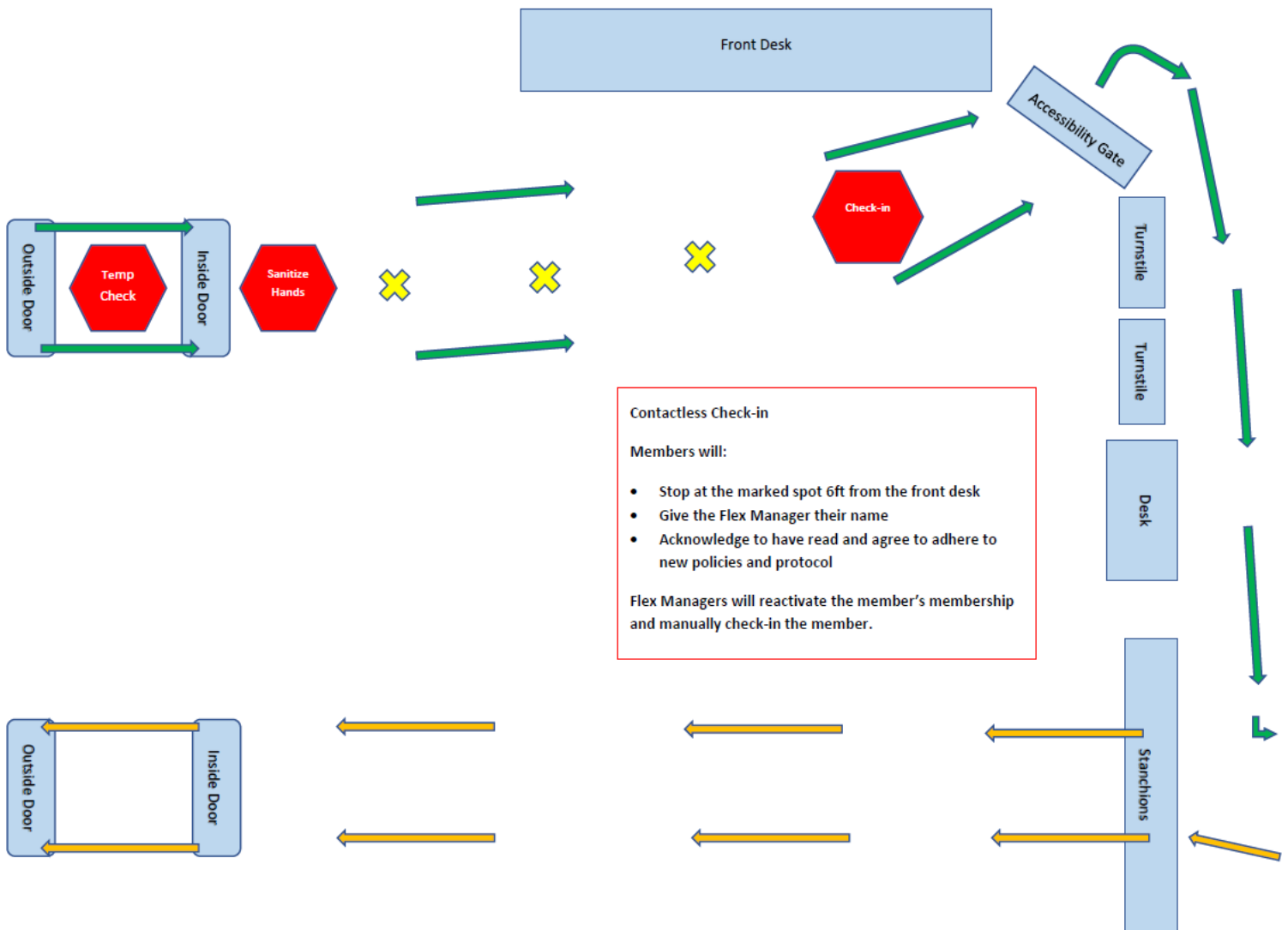
The Wellness Center Requires:

- Be in good health- a temperature ≤ 99.7 .
- Wear a face mask.
- Only 40 members permitted in the building at a time. Members are not permitted to wait inside of the facility.
- Limit workout to 75 minutes when others are waiting.
- Social distancing of at least 6ft from each other.
- No guests are permitted.
- Clean all equipment before and after use.
- Bring your own water bottle.
- In the event of an emergency, the building will be closed and cleared.
- Pool lane reservation is required before entering the building



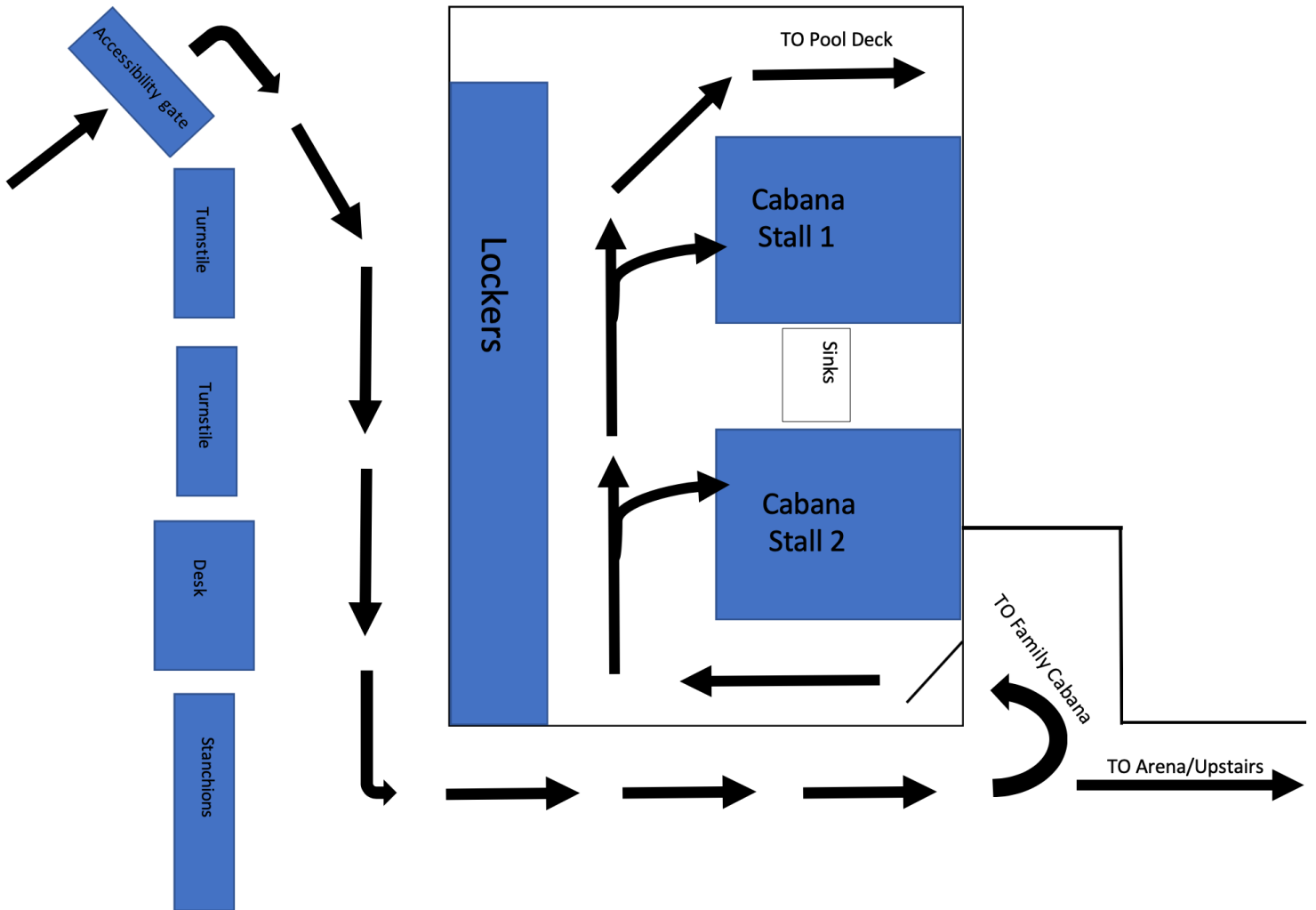
Accessing Our Building

Indoor Flow



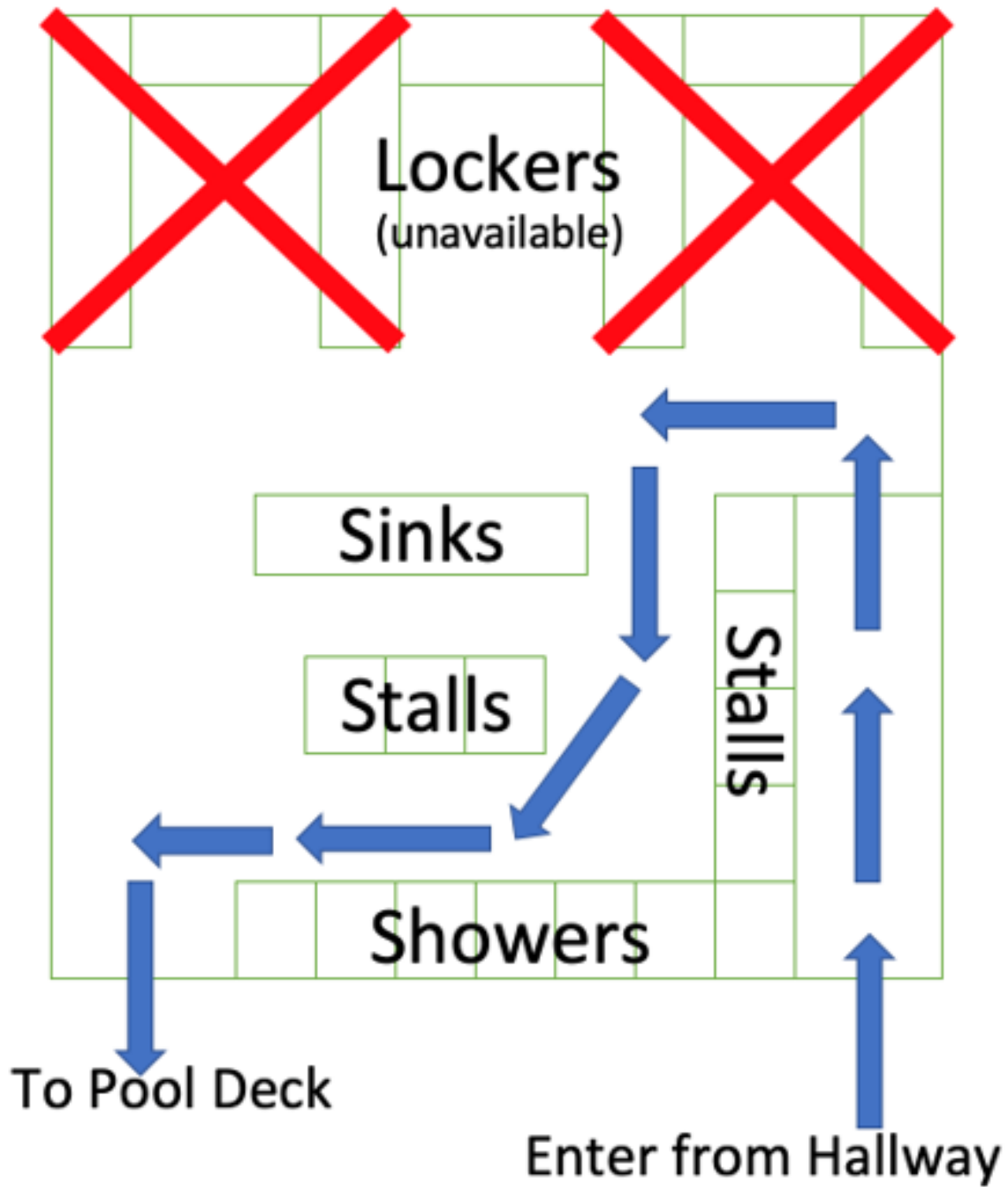
Accessing Our Building

Family Cabana Flow



Accessing Our Building

Locker Room Flow



Accessing Our Building Court & Arena Flow

