

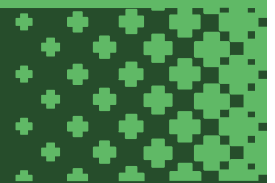


**Sparrow**

Michigan Athletic Club

# **Member Experience**

## COVID-19 REOPEN PLAN



## REOPENING PLAN

The Sparrow Michigan Athletic Club will reopen in three different phases in response to the COVID-19 global pandemic. As always, our goal is to improve the health of the people in our communities by providing quality, compassionate care to everyone, every time. This plan details our conservative approach to reopening the MAC to ensure caregiver and member safety. This is a living document and is subject to changes.

- 
- **Member and Caregiver Requirements:** Members and caregivers must abide by Sparrow Michigan Athletic Club's Policies and Procedures regarding all safety and health precautions. Members must adhere to CDC/State/Local Government Guidelines as well as the MAC's policies.
  - **Membership Accounts and Billing:** Memberships will be reactivated starting on Oct. 1. If you do not wish to reactivate your membership at this time, please call 517.364.8888 and you can have your account frozen until the end of the year for no charge. Locker dues will still be collected during the freeze to continue to hold your locker.
-

# PHASE 1

---

- **FACILITY HOURS:**

---

- Monday-Friday 6 a.m. to 8 p.m.
  - Saturday-Sunday 7 a.m. to 8 p.m.
- 

- **CAPACITY:**

---

- 400 Members allowed within the facility
  - Reservation required to enter the club
- 

- **CHECK-IN PROCESS:**

---

- All members and caregivers will be screened prior to entering the club
    - A temperature of 100.0F or greater will restrict entry until the member has been fever-free for 72 hours.
    - A temperature of 100.0F or greater will end a caregiver's shift immediately. Further guidance will follow from their direct supervisor and Employee Health
  - Members will use a touchless scan-in process to scan their member key tag
  - Cash will not be accepted for purchases in Phase 1. This will be re-evaluated in Phases 2 and 3. A credit card may be used with the chip reader or purchases may be charged to your account on file.
- 

- **DRINKING FOUNTAINS**

---

- Drinking fountains will be turned off. Water bottle fillers will be on.
- 

- **CLEANING:**

---

- Caregivers will onboard with the new cleaning procedures and guidelines that include dedicated cleanings in all areas of the gym, especially high-touch areas.
- Members will be required to wipe down equipment and surfaces before and after each use. Spray bottles and microfiber cloths will be available in all areas for members to use.
- Cones will be used to signify when a piece of equipment is cleaned and ready for use.

- Group Fitness Studios will be sanitized after each class.

---

- **PPE (Personal Protective Equipment)**

---

- Members will be required to wear masks while in the facility. No gators, bandanas or shirt coverings will be allowed. A form of mask will be required for entry
- Masks will be provided if a member doesn't have one.
- All caregivers will be required to wear masks. Masks will be provided to caregivers along with additional PPE as required by their assigned area.

---

- **Courtside Grill and MAC Shack**

---

- Courtside Grill Hours of Operation:
  - Monday-Friday 7 a.m. to 8 p.m.
  - Saturday-Sunday 8 a.m. to 8 p.m.
- Phase 1 of the Courtside Grill will include expanded grab-and-go options, including sushi, salads, sandwiches, snacks, smoothies and non-alcoholic beverages. Traditional restaurant table service will not be provided, but properly distanced tables will be available for dining.

---

- **CARDIO EAST AND WEST**

---

- Some cardio equipment has been removed from the cardio floors to adhere to social distancing.
- Members will be required to wipe down equipment and surfaces before and after each use.
- An orange cone will be on each piece of equipment signifying it is clean.

---

- **WEIGHT ROOM FLOOR**

---

- Some weight room equipment has been removed from the weight room floor to adhere to social distancing.
- The East Gym is now housing much of the weight room equipment that was removed, along with some cardio equipment.
- Members will be required to wipe down equipment and surfaces before and after each use.
- An orange cone will be on each piece of equipment signifying it is clean.

---

- **SMALL EQUIPMENT CHECKOUT**

---

- Small equipment checkout available in the Personal Training Office along with small towels

---

## • LOCKER ROOMS

---

- Locker rooms will be open during Phase 1 for bathroom and locker use only
- Showers, steam rooms, and saunas will be closed during Phase 1.
- Small towels available only in the locker room and equipment checkout area.

---

## • AQUATICS

---

- Pools will be open with reservations required.

---

## • TENNIS

---

- Social distancing guidelines apply. Members will maintain distance from other players.
- Courts marked for personal belongings.
- NO HAND SHAKING, FIST BUMPS OR TAPS.
- Tennis balls and pickleballs will NOT BE PROVIDED. Members must bring their own and leave the court/playing area with all personal belongings and equipment in their possession.
- All equipment/belongings will be disposed of if left in any playing area.
- Drinking fountains will be turned off. Water bottle fillers will be on.
- Benches and scorecards have been removed.
- Single or double play only for court reservations.
- Cardio tennis classes are reservation required and \$5 per class to reserve.

---

## • GROUP FITNESS

---

- Modified in-person schedule with reservations required.
- Virtual options will be available, refer to the website for a complete schedule.
- Studio capacities have been modified to adhere to social distancing.
- Maintain social distancing while in the studios.
- Equipment required will be set up before class by the instructor.

- Equipment will be left out to be cleaned after class.
- It is highly recommended to bring your own mat.

---

- **PROGRAMMING/PRIVATE LESSONS**

---

- The club will not provide large group programming during Phase 1.
- All lessons or classes will be no larger than 10 people to meet state guidelines.

---

- **KIDS CLUB**

---

- Kids Club will remain closed during Phase 1.

---

- **RACQUETBALL/HANDBALL/SQUASH**

---

- This amenity will remain closed during Phase 1.

---

- **ADULT GYMNASIUM**

---

- Basketball playing will not be permitted during Phase 1

---

- **PARTIES**

---

- No parties during Phase 1.

---

- **OFFICE POLICIES:**

---

- Leadership Offices: Sparrow MAC leaders will be available by phone and e-mail, and by appointment during Phase 1.
- Business, Membership and Concierge: Available by e-mail, phone call, and by appointment only for Phase 1.

## PHASE 2 Date TBD

---

- **FACILITY HOURS:**

---

- Monday-Friday 5 a.m. to 8 p.m.
  - Saturday-Sunday 7 a.m. to 9 p.m.
- 

- **CAPACITY:** same as Phase 1
  - **CHECK-IN PROCESS:** same as Phase 1
  - **CLEANING:** same as Phase 1
  - **PPE (Personal Protective Equipment):** same as Phase 1
  - **COURTSIDE GRILL and MAC SHACK:** same as Phase 1
  - **CARDIO AND WEIGHT ROOM AREAS:** same as Phase 1
  - **LOCKER ROOMS:** same as Phase 1 except showering will be permitted.
  - **AQUATICS:** same as Phase 1
  - **TENNIS:** same as Phase 1
  - **GROUP FITNESS:** same as Phase 1
  - **PROGRAMMING/PRIVATE LESSONS** Capacities will increase as restrictions are lifted and is allowed
  - **KIDS KLUB:** Open with reduced capacities
  - **RACQUETBALL/HANDBALL/SQUASH:** Will reopen in Phase 3
  - **ADULT GYMNASIUM:** Will reopen in Phase 3
  - **PARTIES:** Will reopen in Phase 3
  - **OFFICE POLICIES:** Same as Phase 1
-

## PHASE 3 Date TBD

---

- **FACILITY HOURS:**

---

- Monday-Friday 5 a.m. to 10 p.m.
- Saturday-Sunday 7 a.m. to 9 p.m.
- All aspects of Phase 1 and 2 will remain in effect regarding cleaning, check-in, and physical distancing to ensure the safety of our members and caregivers as we continue to follow CDC and safe guidelines. Sparrow Michigan Athletic Club is restored to a full club operation with updated cleaning protocols and social distancing.