

# Tice Creek Fitness Center

## Reopening Rules



**UPDATE: November 2nd, 2020**

*\*\* For full information about our reopening plans and rules and how to make reservations online, using our App, or by phone, go to [www.ticefitnesscenter.com](http://www.ticefitnesscenter.com) and click on the links on the homepage.*

### DO NOT ENTER THE FACILITY IF

- You have had a temperature of 100.4 or greater within the last 48 hours.
- You have returned from out of the country travel within the last 14 days.
- You have a cough, shortness of breath, or any other symptoms typical of COVID-19.
- You have had contact with a person known to be infected with COVID-19 in the past 14 days or any other possible exposure to Covid-19.

### RECOMMENDATION

- Any person with a compromised immune system or chronic disease should exercise extra caution regarding the decision to use the fitness center. Consult with your physician for appropriate guidance.

### SAFETY

- Face masks are required at all times while not actively working out.
- We encourage face mask use even while working out, but it's not required.
- Residents must bring their own face covering. We will not have these available to hand out if you forgot one.
- Maintain a minimum of 6' physical distancing at all time.
- Use hand sanitizer stations, equipment wipes, and wash hands often.
- Must bring your own water or water bottle. Drinking fountains will be closed, but water bottle filler will be available.

### HOURS OF OPERATION and CAPACITY

- Start of day opening times and end of day closing times will be normal, however.
- Each 90 minute time block throughout the day will consist of a 75 minute general use session, followed by a 15 minute block where the facility will close for cleaning.

Example:

6:00 AM - 7:15 AM:	Open, reservation only
7:15 AM - 7:30 AM:	Closed for cleaning
7:30 AM - 8:45 AM:	Open, reservation only

- [Contra Costa County's Orange Tier](#) allows fitness centers to operate at a capacity up to 25% per area of the fitness center. In order to operate the safest indoor fitness environment possible for higher risk populations, the fitness center will increase the general use reservation capacity to [15 maximum](#), effective Thursday, November 5th.

### RESERVATIONS ONLY

- Residents must wait outside the main doors until the fitness center staff permits entry.
- We encourage residents to be on time for their reservation for efficient check-in processes. However, general use reservations can show up at any time during their reserved time as long as everyone exits by the end of the reserved time slot.
- All general use of the fitness center is by reservation only. No walk-ins allowed.
- Reservations restricted to no more than 2x/week, 1x/day, up to 14 days in advance.
- Reservations open up daily on a rolling schedule. Each day at 7am another day opens up that is 14 days from the current date.
- Reservations can be made for any day within the 14 day range if there are openings.

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- If all time slots are full, we encourage residents to check availability regularly as we receive cancellations regularly throughout the week, often same day cancellations.
- Each week of reservations starts on Monday and ends on Sunday, so 2 maximum reservations each week from Mon. - Sun.
- Residents only, no guests permitted at this time.
- Care providers are allowed (must wear mask with 6' physical distancing)
  - Care providers do not need to make a reservation with the resident.
- Fitness center reservations over the phone: 925-988-7850
- Phone reservations hours:
  - 7 days per week, starting at 7am until gym closes
  - Phone reservations not available when fitness center is closed
  - We expect heavy call volume. You may need to call multiple times.
  - We highly encourage going online or using the App for the most effective and efficient way to make reservations.
  - *Staff may not be available to answer phones during the 15 time slots when the club is closed for cleaning and when checking each new group in.*
- Reservation can also be made online by following the "Reservations" link at [www.ticefitnesscenter.com](http://www.ticefitnesscenter.com), or using the Tice Creek Fitness Center APP.
- Click on "Reservations" at the top of the Tice Fitness Center home page for information about how to set up your account, make reservations online, and download and use the App.

### IN-PERSON GROUP FITNESS CLASSES

- All in-person group classes are by reservation only. Reservations can be made the same way general use reservations are made. Online, App, Phone.
- In-person group classes will have a max capacity of 10 participants and will be held in the larger gymnasium space inside the fitness center, with maximum social distancing layout.
- Group Fitness Classes count towards 2x/wk, 1x/day max visit restrictions.
- All class participants must enter facility no more than 5 minutes before the class starts
  - Inform staff what class you are attending when you check-in
  - If a class starts at the same time as a general use session (right after we're closed for cleaning), class participants must wait outside until staff begins checking everyone in.

### PERSONAL TRAINING & FITNESS ORIENTATIONS

- We are providing virtual and in-person personal training and orientation appointments.
  - Contact [fitnessdesk@rossmoor.com](mailto:fitnessdesk@rossmoor.com), [fitnessmanager@rossmoor.com](mailto:fitnessmanager@rossmoor.com), or one of the personal trainers directly for more information.
  - All sessions by appointment only.

### RESERVATION CANCELLATIONS

Due to restricted capacity and high demand it is vital that all residents cancel reservations a **minimum of 2 hours in advance** if you are not able to attend a reserved time. This opens the time slot for other residents. Failure to cancel in advance may result in a loss of reservations privileges for a period of time. Our goal is for staff to call all no-shows to remind residents they had a reservations and the cancellation policy.

### Cancellation Options

- Online or App - log into your account at any time and cancel your reservations
- Fitness Desk (925-988-7850) during all operating hours.
- Cancellations by voicemail or email are not allowed.