

Enhanced Member Safety Strategy



## Investing in Health and Safety

There has never been a more important time to focus on health, and **investing in your physical and mental health should never compromise your safety**. That's why we've developed a comprehensive strategy to enhance the experience at the Wellness Institute to address personal and community health concerns.

We have taken a close look at how we use and maintain our spaces and how we deliver services to make changes to protect your wellness.

**We've proudly supported the health and wellness of our community for over 20 years, and we will be here to support you when you're ready.**

Those who are not ready or able to visit can access many virtual support services from home. Freeze and Medical Hold options continue to be available for members who are unable to visit at this time.

We are in this together and need your help to support a safe environment. Please be patient with changes, respect each other's space, and follow the guidelines set out in the House Rules for Health.

### *Our 5-Point Safety Strategy Focuses on:*



**Taking Cleanliness  
to the Next Level**



**Maintaining  
Safe Spaces**



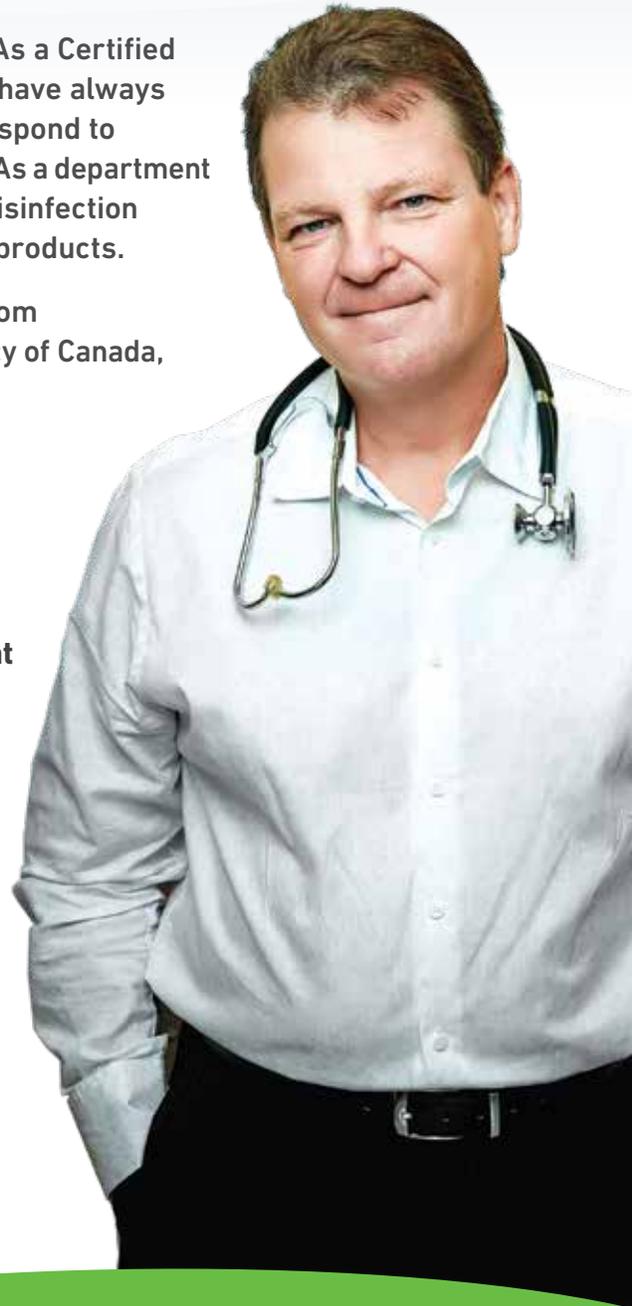
**Protecting  
Health**

## Raising the Standard of Wellness

We are uniquely prepared to address the new challenges. As a Certified Medical Fitness Facility and Lifestyle Medicine Centre, we have always invested in a high standard of safety, from our ability to respond to emergencies, to our expert guidance and medical oversight. As a department of Seven Oaks General Hospital, we have hospital-grade disinfection standards and access to a supply chain for safe, effective products.

We have aligned our enhanced standards with guidance from the World Health Organization, the CDC, Public Health Agency of Canada, Medical Fitness Association, Manitoba Shared Health, and City of Winnipeg. We are also prepared to quickly adjust in response to local and national guidelines, health orders, and member safety needs.

Our new measures include a 5-point Safety Strategy that provides **increased sanitation protocols, support for physical distancing, use of personal protection equipment (PPE), entrance screenings, and House Rules for Health.**



**Entrance  
Screening**



**House Rules  
for Health**

Medical oversight, safety policies and the ability to respond to emergencies have always been part of our model.

# Look for Signs of Safety

## Taking Cleanliness to the Next Level



We are disinfecting spaces and equipment more frequently and introducing new measures to enhance our overall cleaning and disinfection strategy. We've extended our strategy beyond our professional cleaning crew to make regular sanitizing and disinfection a vital part of every staff's role.

- Hand sanitizing required upon entry for all staff and members. Additional sanitation stations have been located throughout the facility to promote use.
- A state-of-the-art electrostatic sprayer is integrated into our nightly disinfection strategy, allowing thorough disinfecting of even hard-to-clean surfaces.
- Hospital-grade disinfectant wipes are available for frequent disinfecting of high touch surfaces including door handles, fixtures, railings, etc.
- Staff have stringent disinfection standards and equipment disinfection is monitored and tracked. Specific protocols are in place for all programs and services.
- On top of regular cleaning protocols, we've introduced a Take 5 wipe down for all areas. Overhead announcements will signal staff to disinfect in their area.
- Some items are difficult to disinfect, such as foam rollers. We've identified and removed items that don't meet disinfecting standards from the fitness floor and class areas.
- Members are required to wipe the exercise equipment they touch before and after each use. When using lockers, wipe down locks/keys before and after use (*see our House Rules for Health*).



Remember to wash your hands often, for at least 20 sec, and avoid touching your face on your visits.



# Maintaining Safe Spaces



Help us keep our spaces safe by maintaining 6 feet of distance from others during your exercise and activities in the facility. As a reminder, we've added signage throughout the facility to re-enforce physical distancing and to direct the flow of people where possible.

- The facility will have a limited capacity based on guidelines. Occupancy will be closely monitored and, if capacity is approached, a line will be formed outside the building. Note: Selected Times members are not permitted inside the facility until 10:00 am.
- To allow adequate space between members, some pieces of equipment, as well as selected lockers, will not be available. Equipment has been re-organized to optimize physical distancing. Lounge and Café areas will have limited seating.
- Steam rooms and whirlpools remain closed (by public health orders).
- Fitness classes will have limited capacity based on room size. To prevent crowding, a reservation system is in place. Reserve your space online or by phone.
- Kid's Corner is closed and camps have been cancelled for this summer.
- Specialized group programming such as Cardiac Rehab and Pulmonary Rehab are relocated to a dedicated space in the facility and continue to be available virtually and via phone.
- Basketball is not available. Members can book badminton/pickle ball court time, provided they maintain social distancing during play.
- The pool capacity is limited (by public health orders). Please respect the limit.
- The track is for walking only. Runners, please use the treadmills or outdoor track. Maintain social distancing on the track. Allow adequate space when passing and before cutting back in. When possible, move over two lanes while passing. Allow at least 15 feet from the person in front of you.
- The trackside Café is closed.
- No towel service available (by public health orders).
- We encourage members to shower at home. However, members must shower before entering the pool.
- To reduce shared items, hairdryers have been removed from locker rooms.
- Water fountains and water bottle refill stations are closed (by public health orders). Members are encouraged to bring their own water. Bottled water is available for purchase at the front desk.
- Contactless payment is available at all service desks and receipts can be emailed to you. Members can charge items such as water bottle purchases to their accounts, provided there is a valid method of payment on file. We discourage cash transactions.



Want to visit during less busy times? Typically, our busy times are 9:00 am to 12:00 noon.

## Protecting Health



As part of our dedication to medical fitness, all staff have been trained in the most effective use of personal protective equipment (PPE), including masks, gowns, eye protection, and gloves.

- Our staff will wear PPE based on their role and current guidelines. You can expect to see them in masks during your visit.
- Clients are encouraged to wear a mask for clinic visits including during physiotherapy, chiropractic, and nutrition services appointments.
- Plexiglass screens have been installed at service desks. Masks will be continue to be used as staff may move beyond the barrier to support our members.

## Entrance Screening



- All staff and instructors must take part in a screening, including having their temperature taken, prior to each shift.
- All members and guests must participate in a screening prior to entering the facility. Members and guests who have recently travelled, had confirmed exposure to Covid-19, or have symptoms will not be permitted in the facility. To self-screen using the online tool prior to visiting, go to <https://sharedhealthmb.ca/covid19/screening-tool>.
- Entrance screenings for clinic clients are done at booking and upon arrival for your appointment.





# House Rules for Health

All Wellness Institute members and guests are expected to do their part to promote a safe environment by following these simple safety guidelines.

- Do not visit if you are sick. You won't be charged a cancellation fee for appointments or classes that you miss due to illness.
- Wipe down equipment before and after use. When using lockers, wipe down locks/keys before and after use.
- All members and guests must participate in a screening prior to entering the facility.
- Sanitize your hands before entering the facility. Wash and sanitize your hands regularly throughout your visit.
- Respect and practice Social Distancing within the facility. Keep 6 feet of space between you and others.
- Refrain from high fives, handshakes and other personal contact.
- Cough or sneeze into your sleeve.
- Be patient and respectful; this is a new and challenging environment for everyone.

Questions? Speak to our staff during your visit, or share your thoughts or concerns by email at [info@wellnessinstitute.ca](mailto:info@wellnessinstitute.ca).

