



Galter LifeCenter

Part of  **NorthShore**

Welcome Back!

Let's keep each other safe.
If you are at an increased risk or
are sick, please stay home.

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Dear valued member,

We've missed you!

Thank you for your continued support as we open new areas of the facility and create new offerings for all of our members and guests in the safest way possible.

As of September 1, we are open:

- Monday to Thursday – 5 a.m. to 9:30 p.m.
- Friday – 5 a.m. to 6:45 p.m.
- Saturday and Sunday – 6:30 a.m. to 4:45 p.m.

Facility visit time slots are 90-minutes. Reservations are required and available up to 48 hours in advance. Sign up through the *My Wellness* portal on our website.

Masks are required in all areas of the facility and current screening protocols will remain in place. We encourage you to wear your mask as you wait to enter the facility.

If you have any questions please contact the membership office at 773-878-9936, ext. 7308 or email Membership@schosp.org and we will get back to you within two business days.

In good health,

Galter LifeCenter Management

10 Really Important Things to Know

There is a lot of information in this guide that we have put together for you. While all of it is important, here are some of the key takeaways that we really want to highlight.

1. If you feel sick, stay home.
2. There is a screening process for each person entering the facility.
3. Masks are required at all times, except when swimming, showering and drinking.
4. Wipe down your equipment after each use.
5. Drinking fountains are currently unavailable - please bring your own water bottle. Water bottle refill stations are available for use.
6. Practice social distancing at all times.
7. Class sizes will be reduced and reservations are required for all classes.
8. Some equipment will be unavailable due to social distancing requirements.
9. The track, steam rooms, dry sauna, whirlpools and KidCenter are temporarily unavailable.
10. The member parking lot is currently unavailable. Free parking is available in the Swedish Hospital garage with a validated parking ticket.

If you do not follow the rules put in place such as universal masking and cleaning equipment after use we have the right to revoke your membership.

Cleaning and Sanitizing

Cleanliness and sanitation have always been important to us, and that is true now more than ever.

We want you to know the steps we take to thoroughly clean and sanitize our facility for you:

- We've added additional cleaning shifts in between facility visit times throughout the day.
- Each night after we close a thorough deep clean is conducted throughout the facility.
- We have added additional sanitizing stations on the fitness floor. These stations include disinfectant wipes or Oxivir spray and towels for members to wipe down any equipment they use and hand sanitizer for personal use.
- Keeping one another safe is a shared responsibility and we now require as a condition of membership that members get screened, wear masks and wipe down equipment after use.

Working together, we can all do our part to protect one another. Thank you for taking that extra moment to wipe down any equipment you use!

When You Arrive

For the safety of our members and staff we are using the following measures to keep everyone safe.

Checking into the facility is going to be a little different from what you've experienced in the past, and may take a few extra minutes.

In addition to checking in with your membership keytag, you'll be asked to:

1. Verbally respond to a brief health questionnaire
2. Conduct a temperature check using a touchless infrared thermometer
3. Wear a mask. You'll need to bring your own, and please note that this is required. No one will be allowed to enter the facility without a mask on. We recommend wearing surgical masks. Thick, clean cloth masks are allowed. Bandanas and neck gaiters do not qualify.

If you have any of the CDC Specified COVID-19 related symptoms (fever, cough, shortness of breath, body chills, unexplained muscle aches, headache, sore throat, loss of taste or smell, unexplained congestion, runny nose, nausea, vomiting or diarrhea) or have had contact with someone with a confirmed case of COVID-19 please wait 14 days after symptoms stop or after contact with persons with COVID-19 or symptoms.

If you have a temperature reading of 100.4 degrees F. or above we ask that you leave the facility and do not return until you have been fever free with no fever reducing medication for 72 hours.

If you have traveled to a state listed on Chicago's Emergency Travel Order within the last 14 days we ask that you return home to quarantine for 10 days from the last date of travel. Please visit www.chicago.gov for an updated list of states.

Thank you for your understanding.

About Your Membership

As of September 1, 2020 we have resumed automatic billing for memberships and your membership is active again.

All facility memberships will include access to our virtual fitness classes. If you wish to participate in virtual classes only, we will offer a NEW virtual only membership option.

- **All members over the age of 65 or who will turn 65 by December 31, 2020 have been automatically placed on hold and not charged for membership.** There will be no hold fee until at least January 1, 2021. If you are a member in this age group and would like to resume membership please speak with a membership representative to reactivate.
- **All members under 65 will be charged their regular fee beginning 9/1/20.** If you would like to be placed on a free hold please speak with a membership representative. We will not be charging hold fees until at least January 1, 2021.
- **The Unlimited membership option is no longer available.** Former Unlimited members will be converted to either full or limited membership plans. Please contact a membership representative if you have questions.
- **A virtual only membership type will be offered for \$35** and be a recurring automatic monthly fee. If you are interested in signing up for this option instead of your current membership type please contact the Membership Department.

If you are in any way uncomfortable or just don't feel like you're ready to come back yet, that's ok. We want you to feel comfortable, safe and ready. If you have any concerns, please reach out to us.

About Your Billing

Helping you fully understand how we're handling the billing of everyone's monthly dues is important to us. Here's an explanation of what we're doing, and a timeline for when these activities will occur. Of course, please reach out to our membership team if you have any questions – we're here for you.

On Friday, September 4, 2020...

We ran billing for the month of September. Keep in mind that we issued a credit to everyone's account with us in March for the days that we were closed. So, if you have not already used your credit toward other purchases then it will automatically be applied to this billing cycle.

On Friday, January 1, 2021...

We will re-instate seniors and charge hold fees.

Annual Memberships...

All annual members have automatically received credit for the months (March 15-August 31), Galter LifeCenter did not charged membership dues. This credit will automatically be applied towards membership renewal or may be used toward Galter LifeCenter services.

Annual members 65 and above will automatically receive credit for the remainder of 2020 (unless they request to be active).

Annual members under 65, will no longer automatically receive credit, as their membership will become active September 1. Please contact the membership office if you wish to remain on hold status.

Guest Policies

Prospective members are encouraged to visit the facility and take a tour with one of our experienced staff members. If you have a family member or a friend who would like to join, we offer tours to all prospective members.

Members, would you like to bring in a guest to exercise with you? Members on the Limited and Regular Membership types receive three free guest visits each year. The member must accompany their guest upon arrival and departure from the facility. Reservations are required for both members and guests for all activities.

If a nonmember would like to utilize the facility for a day, a \$25 day pass can be purchased.

Guests can take advantage of the entire facility when using a guest visit or day pass as well as attend Group Fitness classes. Reservations are required for all activities.

In addition to the screening procedures put in place for all visitors, guests must present a valid picture I.D. and have a photo taken when visiting. Guests will be asked to complete and sign a physical activity readiness questionnaire. Guests must be 16 years of age or older.

Please contact the Courtesy Desk at 773-878-9936, ext. 5660 to have a guest account created or to make facility and class reservations for guests.

At-Risk Populations

Your safety is our highest priority. Following the guidelines from the CDC and the State of Illinois, we do not recommend that certain individuals return to using Galter LifeCenter right now. This includes:

- People over the age of 65
- Anyone with a higher risk for severe illness
- Individuals who are immunocompromised
- People with asthma
- Anyone with HIV
- Individuals with liver disease

We have automatically placed memberships with anyone 65 years of age or older on a hold status, so that these individuals will not be billed at this time. If you are over the age of 65 and wish to have your membership re-activated, or have other people on our account who would like to use our facilities right now, please contact a membership representative and we will be happy to assist you.

If you are under the age of 65, but have any of the criteria mentioned above, please contact us and we will gladly place your membership on hold as well.

Reducing Touch Points

Some parts of our facility and some services will remain unavailable to minimize touch points and reduce exposure. We will make every effort to re-open each of these areas as soon as possible in accordance with government guidelines.

Lobby

We have removed most of the tables and chairs in our lobby.

Track

The indoor track is closed so that we can spread equipment out more, allowing for social distancing.

KidCenter

The KidCenter will remain closed at this time.

Water Fountains

Drinking fountains are only available for water bottle refills. Water bottles can be purchased in our vending machines and proshop.

Locker Rooms

Locker rooms are open, though we encourage members to limit their use at this time.

We have a limited number of lockers available to encourage social distancing and only 7 showers in each locker room (4 on the West side, 3 on the East side). Please try to limit your time in the shower to 5 minutes.

You will be required to wear a mask to and from the shower. Please bring a plastic bag for your mask while you shower.

Towels are available in the locker rooms. Please limit your use to 2 towels.

The hand dryer and hair dryers have been temporarily disconnected. The use of hair dryers is not allowed.

You must still exit the facility at the end of your reserved facility time. If you plan to work out and shower you must do so within your 90-minute reserved time block.

Pool users will be given 15 minutes before and after scheduled sessions to use the showers and locker rooms.

The steam rooms are closed.

Aquatics/Pools

The pools are now open! With some restrictions:

- Limited equipment is available for general use and swim programs. See a pool attendant to request equipment.
- We are not offering private swim lessons at this time.
- Pool access is available by appointment only. Limit one swimmer per lane.
- Small group classes are available in the East and West Pools, reservations required. Some fees apply.
- You must shower prior to entering the pool and be visibly wet on the pool deck.
- **Whirlpools, sauna and steam rooms are closed.**

East and West Pools – We have opened the East and West Pools for lap swim, water walking and water exercise. You are required to reserve a lane each day you'd like to use the pool. Reservations are 30 minutes in length. You may book up to two 30-minute sessions per day. Reservations are available 48 hours in advance.

East Therapy Pool – We have opened the East Therapy Pool for Personal Training appointments. Make an appointment with a Galter LifeCenter personal trainer to get started.

Water Classes - Registration is required for all classes. You may reserve a space in Group Fitness classes up to 48 hours in advance. Classes are limited to 10 participants. **If you are not present on the pool deck 5 minutes after the class start time your spot may be forfeited to a waitlist participant.** You may check in to the facility up to 15 minutes before your class time. It is also strongly recommended you wear your mask during aqua aerobic classes since your face will be out of the water the whole time. We will not be using equipment in the aqua aerobic classes at this time.

Note: Masks will not be required while swimming or showering but will be required on the pool deck and in the locker room. We recommend members bring a plastic bag to put their mask in to hang up so that it doesn't get wet.

Fitness Floor

We've made several changes that we want to share with you:

- We've added more sanitizing stations. Disinfectant wipes or Oxivir spray and towels are available for members to wipe down the equipment before and after use. Hand sanitizer is also available at each sanitizing station.
- Reservations are required to come into the facility. Reservations are 90-minutes in length and available up to 48 hours in advance. Sign up through the *My Wellness* portal on our website.
- Our Fitness Specialists are ready to assist you. Please visit the Fitness Desk if you have questions or concerns or are not feeling well at any time during your workout. If no specialist is present, press the pager button at the Fitness Desk for assistance.
- We have re-arranged equipment to make it more conducive to social distancing standards. Please follow signage indicating which machines are available for use.
- We are limiting capacity in open areas like the free weight area and near the strength machines.
- There are designated stations with a variety of small equipment (Kettlebells, Medicine balls, VIPR, etc.) set up that you may reserve for 30 minutes at a time with a Fitness Specialist when you arrive to the Fitness Floor.
- The fitness staff is not able to offer blood pressure readings at this time.

Peak Times

We are limiting our capacity throughout the facility and in classes to help maintain social distancing. Check the app to see if additional classes are going on at the time you are thinking of visiting.

Live Exercise Classes

Our classes are some of the most popular programs we offer, and our instructors are eager to welcome everyone back!

In order to facilitate social distancing in these environments, we are implementing the following practices and protocols:

1. Reservations are required for all classes. Reservations can be made through the *My Wellness* portal on our website or at the Courtesy Desk. **If you are not present in class 5 minutes after the class start time your spot may be forfeited to a waitlist participant.** If you would like to reserve additional time in the facility please make an additional Facility Visit or Pool Access appointment at the Courtesy Desk.
2. Class sizes are limited to 10 or less participants.
3. Social distancing markers have been placed on the studio floors.
4. Some classes will be held outdoors when weather permits.
5. We have posted signage throughout the facility identifying how many people are safely allowed into studios and open spaces.
6. Participants should check in at the Courtesy Desk no more than 10 minutes for land classes or 15 minutes for water classes prior to class time.
7. Clean equipment for classes will be set up by staff prior to entering the studio.
8. Please do not move the equipment. If there is an issue with your equipment (i.e. bike handle is broken) alert the instructor and they will help.
9. Yoga and Group Centergy Participants please bring your own mat and any other equipment you would like to use. We are not able to provide this type of equipment at this time.
10. You are welcome to wipe down your equipment with a disinfectant wipe or spray before use.
11. Masks must be worn properly over your nose and mouth throughout your visit and workout. Masks may be removed briefly to drink.
12. Fans are not available for use.
13. Please bring a water bottle. Water fountains are available for water bottle refills only.
14. After class please wipe down your equipment with a disinfectant wipe or spray.
15. Leave the equipment out in the studio at the end of class and our staff will do one more cleaning and put away the equipment.

Using our *My Wellness* Member Portal

Haven't used our member portal to schedule a visit or book a class yet?

Here's how to get started:

- Visit GalterLifeCenter.org and click on the [My Wellness](#) tab at the top of the screen.
- If you have never logged in to our new member portal your user name and password are the code on the back of your scan card. You must include and capitalize the GL in both. You will be prompted to change your credentials upon logging in.

Once you are logged in, you can use the portal to manage your membership account. You can update your credit card information, check your previous statements, monitor your service packages, sign up for class sessions, make pool lane reservations and sign up to come in for independent facility visits.

Tips for using *My Wellness*:

- View your upcoming appointments, classes and reservations on the "Dashboard" or on "My Calendar" under "My Activities" for a calendar view.
- Facility visits, pool lane reservations and group fitness weekly class reservations are all listed under the "Class Schedule." Be sure to select the date you would like to come in to narrow down the list of offerings.
- Fee-based classes with a start and end date like Masters Workouts or Fluidity Barre are listed under "Courses/Events Schedule." These can be sorted by category and start date to narrow down the options.
- Single sessions of our popular services like massage, personal training and Pilates can be purchased under "Shop Packages." Please contact the Courtesy Desk to purchase service packages.

PDFs of step-by-step instructions on how to log in, schedule a visit, and FAQs are all available on our Welcome Back page GalterLifeCenter.org/welcome.

Note: Reservations are required for all visits and classes. The *My Wellness* portal will not allow you to book overlapping appointments. If you would like to attend a class and reserve additional time in the facility please reserve your spot in the class you would like to attend first then make an additional Facility Visit or Pool Access appointments at the Courtesy Desk.