

## FITNESS & MOVEMENT MEDICINE – COVID-19 INFORMATION SHEET

We are excited to welcome you back to INLIV! For our returning clients, in-person operations and training sessions will look different. Rest assured that all of the updates have been made to ensure a safe experience for clients and staff alike.

Our policies and procedures will continue to evolve. Transparency is key and we welcome your feedback as we work through this uncertainty together.

### COVID-19 SCREENING

You will be asked the following screening questions before your in-person training session.

1. Have you had any of the following symptoms in the past 10 days?
  - Fever
  - New onset cough or worsening of chronic cough
  - Sore throat
  - Difficulty breathing (new or worsening)
  - Shortness of breath (new or worsening)
  - Runny nose
2. Do you have any of the following symptoms?
  - Chills
  - Painful swallowing
  - Stuffy nose (new or unknown condition)
  - Headache (new or unknown condition)
  - Muscle or joint ache (new or unknown condition)
  - Feeling unwell, fatigue or severe exhaustion
  - Nausea, vomiting, diarrhea, or unexplained loss of appetite
  - Loss of sense of smell or taste
  - Conjunctivitis – pink eye
3. Have you had close contact with anyone with a confirmed or probable case of COVID-19 in the past 14 days?
4. Have you travelled outside of Canada within the past 14 days?

If you answer “YES” to any of the questions:

- We will reschedule your in-person session to provide adequate time for your symptoms or the waiting period to lapse.
- You should get tested if you have any COVID-19 symptom. Book a testing appointment online with the [AHS assessment tool](#). Please stay home and follow public health advisory for next steps.
- Use the Fitness app/Self Service to rebook when advised that it is safe to do so. Virtual Training is available if you have mild symptoms or are self-isolating.

### COMING TO INLIV

1. If you are experiencing fever or respiratory symptoms on the day of your in-person training session, please call our office to reschedule, 403.538.8881 ext. 0. We will be happy to rebook you without a cancellation fee. Alternatively, you may [convert your in-person session](#) to Virtual Training to maintain the original booking.
2. Effective August 1, Calgarians are required to wear a mask or face covering in all indoor public space. Our building is considered a public space so please ensure you are wearing a mask or face covering upon entry. At INLIV, mandatory masking procedures have been in place since April 13.



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3. Fitness and Movement Medicine clients will enter the gym through the **BACK ENTRANCE**, not the main doors. Take the elevator or stairs to the second floor, turn left and follow the signs.
4. **Please arrive ON TIME.** We have staggered our session times to minimize the number of clients entering the facility at the same time, and to allow for increased sanitation time. If you arrive early, you will be asked to wait outside the gym or in your car.
5. A Fitness teammate will meet you at the **BACK ENTRANCE**. Please do not remove your mask until you are in your designated training station.  
Follow these steps upon arrival:
  - a. Use the hand sanitizer provided.
  - b. We will record your answers to the screening questions and take your temperature using an infrared “no touch” thermometer.
  - c. Follow the directions from our staff to access your designated training station.
6. Please arrive in your workout gear, with your own filled water bottle and sweat towel. There is no access to the change rooms, including lockers, shower facilities, and water fountain. Towel service is currently unavailable. Please limit the number of personal items you bring into the gym.

## WHAT WILL BE DIFFERENT FROM BEFORE COVID-19?

1. Every staff member and client will be screened upon entry to the facility. Staff are now completing daily Fit for Work forms to ensure that everyone working in our facility is healthy before they come to work.
2. Clients will be required to wear a mask or face covering within the facility, until they are in their designated training station. Trainers will wear masks at all times. To ensure proper mask hygiene, we recommend that clients bring a second clean mask to be worn for after their session when leaving the facility.
3. Each session will be 50 minutes to allow 10 minutes for safe client transition, screening, charting, and increased cleaning protocols.
4. The gym has been divided into 4 stations to maintain at least 3 metres of distance between people and equipment during high intensity activities. Clients will be assigned a training station; all equipment will be cleaned and ready for use at the beginning of the session. Trainers and clients will remain at the designated station for the entire session.
5. There is one central walkway to enter and exit the training stations. Trainers and clients will use this walkway to reach their designated station (without walking through adjacent stations). There is a limit of one person in the walkway at a time.
6. To support physical distancing, we are required to reduce the number of clients and staff in the gym. In-person doubles sessions will be temporarily unavailable.
7. Contact-free payment. All clients will be asked to complete a credit card authorization form to authorize package and session payments. Receipts will be sent by email.



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## BOOKING A TRAINING SESSION

The Fitness app and Self Service are available 24/7. Online booking reserves the spot immediately so it cannot be booked by another client. You have the ability to book and cancel sessions up to 24 hours in advance.

Phone and email bookings are available Monday through Friday, 7:00 a.m. – 4:30 p.m. (excluding stat holidays). In-person scheduling is currently unavailable as there is no access to the main entrance.

Click [HERE](#) for the Online Booking Instructions.

1. **Master times are currently unavailable.** Before the closure, we could have up to 8 master times each hour; now, we can only accommodate 4 (2 starting on the hour and 2 starting on the half hour). As a result, we cannot satisfy the previous schedule.
2. Effective **August 19, 2020**, all sessions, including master times, will be removed from the schedule. Thereafter, all sessions will be available on a first come, first served basis.
3. To book sessions on or after August 19, 2020, the schedule will reopen on **August 12<sup>th</sup> at 6:00 a.m.** You can book sessions up to **15 days in advance**.  
Please ensure you can access the Fitness app/Self Service before August 12<sup>th</sup>.
4. The number of sessions you can book is limited to your current package or pre-purchased sessions. If you have 5 sessions on account, you will be able to book up to 5 sessions. You can purchase additional sessions using the Fitness app/Self Service.
  - **To book an In-Person (GYM) session, clients must have a GYM package on account.**
  - **To book a Virtual Training (VT) session, clients must have a VT package on account.**
5. Session types - there are two different session types:
  - **Personal Training: GYM or VT** – can be reserved for either an in-person (GYM) or virtual session. Trainers will be onsite at INLIV.
  - **Personal Training: VT ONLY** – are exclusively reserved for virtual sessions as trainers are offsite.

You must have the appropriate package on account: a GYM package for in-person and a VT package for virtual. You can purchase additional sessions using the Fitness app/Self Service.

6. For clients with remaining sessions on account, you will be given the opportunity to convert these sessions to In-Person (GYM) or Virtual Training (VT). Virtual Training sessions purchased from April 1, 2020 to August 19, 2020 can be converted to in-person training.



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## NEW FITNESS & MOVEMENT MEDICINE PACKAGES

Effective August 19, 2020, all previous and grandfathered packages will be retired. We will honour all sessions on account. Upon renewal, clients can select from one of our new in-person and virtual packages.

Sessions	IN-PERSON – GYM PACKAGES		VIRTUAL – VT PACKAGES	
	Price/Session	Total	Price/Session	Total
Drop in/5 Pack*	\$93.50	\$467.50	\$70.00	\$350.00
10 Pack*	\$87.50	\$875.00	---	---
15 Pack*	\$84.50	\$1,267.50	\$66.00	\$990.00
20 Pack	\$81.50	\$1,630.00	---	---
25 Pack	\$78.50	\$1,962.50	\$62.00	\$1,550.00

\*Packages of 15 sessions or less are renewed automatically. Renewal may be cancelled anytime.

## CANCELLATION POLICY

To cancel or reschedule a training session, we require a minimum of one business days' (24 hours) notice. Any cancellation with less than one business days' notice will result in the session being charged at full price.

No-show, late cancellations (less than one business days' notice), or a last minute reschedule will be charged the full amount of the missed session.

If you arrive late, your session will end at the scheduled time due to the trainer's ongoing commitments. INLIV reserves the right to cancel your appointment if you arrive 30 minutes after the confirmed time. A cancellation charge will be applied in this event.

- If you have a prepaid package or sessions on account, one (1) session will be deducted from your current balance.
- In the event of a drop-in session, a valid credit card number is required at the time of booking and will be charged the drop-in fee of \$93.50 (plus GST) for an in-person session or \$70.00 (plus GST) for a virtual session.
- If the session was booked using a Flex Credit, the credit will be forfeited.

To cancel or reschedule a training session, please do one of the following:

1. Cancel via the Fitness app/Self Service (session may be cancelled up to 24 hours in advance)
2. Call 403 538 8881, ext. 0 to speak with reception or leave a voicemail message
3. Email [fitnessreception@inliv.com](mailto:fitnessreception@inliv.com)



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### COVID-19 SYMPTOMS

If you are experiencing fever or respiratory symptoms on the day of your in-person training session, please call our office to reschedule at 403.538.8881 ext. 0. We will be happy to rebook you without a cancellation fee. Alternatively, you may convert your in-person session to Virtual Training to maintain the original booking. Virtual Training is available if you have mild symptoms or are self-isolating. When you call, please indicate that you would like to convert the session to Virtual Training.

You must have the appropriate package on account: a GYM package for in-person and a VT package for virtual. You can purchase additional sessions using the Fitness app/Self Service or we can bill you for a drop-in session.

### CONVERTING YOUR SESSION: IN-PERSON “GYM” ↔ VIRTUAL “VT”

**Personal Training: GYM or VT** sessions can be reserved for in-person or virtual. If you would like to convert the session type, please call us at 403.538.8881, ext. 0. We will do our best to accommodate all requests however a minimum of 3 hours’ notice is recommended to ensure adequate communication and planning.

You must have the appropriate package on account: a GYM package for in-person and a VT package for virtual. You can purchase additional sessions using the Fitness app/Self Service, or we can bill you for a drop-in session.

Thank you for your continued patience and support. We look forward to seeing you soon.

