



# Business Best Practices

## FITNESS STUDIOS

30% Capacity (unless the facility can expand outside)

### WORKSPACES

#### Fitness Class Service

- Capacity for the establishment will be limited to thirty percent (30%) of the maximum allowed occupancy unless able to expand outside.
  - Small group classes or 1x1 training by appointment only
  - Small group class will be 1-4 clients + 1 fitness instructor - unless a written plan demonstrates the businesses' ability to expand this capacity given the square footage of the rooms
  - There must be at least 6' of space between everyone
- Please observe the 6' distance rule - floor marking and/or environmental marking such as machines/equipment separated by 6' or more
- Signage:** steps taken to safety, expectations, behavior reminders, policies should be posted outside the studio and inside at high-activity areas.
- Fort Collins businesses must have Face Covering Signage displayed
  - Full size sign
  - Half size sign
- Spacing & Markings:
  - Consider one-way aisle/traffic for entering & exiting the building
  - If a staggered class schedule is not available, consider floor markings or environmental barriers (plants) to establish separate waiting areas
- Discourage lounging areas - remove furniture - if chairs are necessary use hard, easy to wipe down materials/fabrics - designate and label seats for waiting customers for proper spacing
- Push capabilities to prevent door handling/exposure
  - Footpull options
  - Propping the door open
- Elevators - most elevators do not allow for the 6' distance, consider alternative plans/recommendations
- If allowing for public restroom use please establish procedures:
  - Consider footpull option for opening doors
  - No touch trash cans
  - Establish regular schedule to sanitize frequent, high-touch equipment more frequently
  - Make sure soaps, paper towels are well-stocked for guests to wash hands
- Saunas and shared spaces must remain closed.
- Pools may open for training, team practices, or instructional classes provided six feet of distance can be provided between participants during instruction or training in the pool. Open swim and public use of the pool must remain closed.
- Know your typical busy hours, then establish new hours of operation to what is viable for your business
  - Consider extra time dedicated to a full cleaning of studio at the end of the day



### PRACTICES & EMPLOYEES

#### Safety

- Review recommended PPE & hygiene videos:
  - Proper Mask removal video
  - Proper Glove removal video
  - Handwash training
- Prior to reopening, invest some time to retrain and re-immersion staff as mandatory training
  - Establish and implement new procedures that promote safety in alignment with governmental guidelines.
  - Revisit the new procedures frequently to ensure that practices and protocols are updated based on changing guidelines and conditions.
  - Identify several workplace COVID coordinators to train employees on the new procedures.
- Ensure all employees are wearing masks/cloth face coverings before entering studio - determine proper mask cleaning procedures and who's responsible for cleaning masks.
- Ensure employees are remaining 6' even while instructing clients.
- Provide training and support for safely de-escalating and managing high tension situations (examples: customers who don't follow safety protocols)
  - The Crisis Prevention Institute offers free resources to help make the workplace safer
- Create cleaning procedures that focuses on sanitizing frequently touched surfaces and spaces:
  - Wipe down high-contact surfaces/counters at a minimum every 30 minutes.
  - Door and drawer handles.
  - Light and other power switches
    - Consider keeping all lights on during business hours, or utilizing existing motion sensor capabilities.
  - Shared tools such as cooking utensils, box cutters, serving ware, food trays, etc.
  - Furniture
  - Vending machines and self-serve areas.
  - Appliances frequently used surface in the employee break room.
  - Time clocks
  - Point of sale/checkout: Cash register, including touch screens, keyboards, mouse, counter, cabinet pulls and checkout dividers.
  - Restrooms: Door handles and flush levers, toilet bowl and toilet paper holder, sinks and faucet, paper towel holders and/or air dryers, and diaper-changing stations.
  - Sales floor: Fixtures with handles or pulls and any other high-touch surfaces.
- Provide cleaning kits for staff at high traffic locations throughout the gym including check-in counter and at each machine/equipment.
  - Disinfectant wipes or sprays
  - Disposable gloves
  - Paper towels
  - Masks
  - Hand sanitizer
- Allow employees breaks for regular cleaning and personal sanitation, such as handwashing in between customers - establish a consistent procedure for employees to follow
- Establish cleaning plan for new shift of employees
- Washing/Antiseptic Stations
  - Single use sanitation packet availability (assign to individual employees at the beginning of each shift so sanitation items are not shared)
- Cleaning equipment & towels/linens
  - Normal cleaning procedures should be continued
  - Change towels after every customer
  - All items that have not been used should be cleaned, as they might have been in contact with staff or guests
  - Sanitize all service equipment after each client use OR educate and monitor customers on proper cleaning of equipment - provide single-use wipes

#### Workstations

- At least 50% reduced on-site staff (all non-essential businesses)
- When possible, workstations shifts should be staggered to limit staff congregating in one area
- Consider assigned, separate workstations for each staff member
- Consider one-way aisles, when feasible, with floor markings

#### Symptom Monitoring

- All employees experiencing any flu-like symptoms should not come into work
- Symptom checks should be completed prior to employees entering the workspace
  - Ask all employees:
    - Have you had a cough?
    - Have you had a fever?
    - Have you been around anyone exhibiting these symptoms within the past 14 days?
    - Are you living with anyone who is sick or quarantined?
  - Consider daily temperature checks and send employees with temperatures above 100.4°F home.
- Refer symptomatic employees to the [Larimer County Symptom Tracker](#)
- Develop plans for those employees who the [CDC has identified as higher risk](#) for severe illness from COVID-19.
- Train on potential symptoms, including those of COVID-19
- Make sure to talk with a Human Resource Professional and/or Legal Counsel.**
  - Work collaboratively to manage each unique situation

#### Employee Communications

- Utilize pre-existing employee communications/scheduling platforms. Have a uniform method to relay information such as safety standards and other important updates to employees.
- Managers/owners should be easily accessible by employees (share best email, cell phone) for any questions at any time.
- Limit staff meetings to up to 10 employees
  - Hold virtual meetings whenever possible.

#### Supply Chain & Deliveries

- Establish procedures for vendors, delivery people, and other non-employee workers:
  - Notify these people of reopening plans, and any revised procedures for salon entry, deliveries, paperwork, etc.
  - Implement protocols to ensure safety:
    - Suspending or limiting access to the salon
    - Developing contactless signature procedures for deliveries.
    - Adjusting schedules to spread out deliveries.
    - Require social distancing and adherence to governmental guidelines.
- Supply Chain and Inventory:
  - Assess supply needs and explore options for sourcing additional supplies required for business operations; assess how to best leverage existing relationships with vendors.
  - Create a plan for how you will source and distribute cleaning products and PPE, accounting for existing and/or future shortages. Establish a protocol to monitor this on a frequent basis as rules and health guidance ebb and flow with the prevalence of the virus.
  - Establish procedure for regularly disinfecting inventory and newly-received deliveries.

#### Additional Consideration

- Businesses must abide by Occupational Safety and Health Administration (OSHA) [environmental hygiene standards related to COVID-19](#)
- [Colorado Department of Public Health and Environment](#) (CDPHE)
- [Occupational Safety and Health Administration \(OSHA\) - PPE](#)
- [Environmental Protection Agency \(EPA\) Disinfectants for Use Against COVID-19](#)
- Employees and customers must wear face covers when entering the business. For more information about the Larimer County Face Covering Order, [click here](#).
- Visit [NoCoSafetySupply.com](#) to locate PPE, cleaning, and safety supplies for your business

### TO PROTECT CUSTOMERS

#### Customer Expectations & Interactions

- All clients experiencing any flu-like symptoms should not come into the restaurant.
- Discourage customers from handling merchandise they do not intend to purchase. Or ask that customers interested in purchasing a product, speak to an employee that will help you (for studios with gift shops).
- Require all customers to wear masks/face coverings before entering the building and at all times except when a face covering inhibits the participants' ability to participate in a fitness activity.
- Hand sanitation/washing stations at every entrance - require customers to disinfect their hands upon entering.
- Clean machines/equipments after each use
- Do not use shared water foundations - remind customers to bring their own water bottles
- Encourage clients to bring their own yoga mats, towels, etc. - if they use the studio equipment ask them to set used equipment in a pile of the room for staff to thoroughly clean OR Educate customers on proper cleaning after their session - provide single-use wipes to clean dumbbells, mats, jump ropes, kettlebells, etc.
- Designate personal area/cubby/locker space for client's personal items to be cleaned after each client
  - Close off every other locker
- Ask clients to change clothing ahead of time
- Prohibit the use of shower facilities
- Payment collection - pay ahead, contactless payment models, encourage memberships, discourage cash exchange (use gloves and wash hands after any contact transaction)

#### External Communications

- Update customers about reopening dates and new procedures staff will be implementing
- Share your business' expectations and rules that customers should follow online and/or on social media
- Work on building a greater social media presence.
- Keep an updated class schedule online.
- Ensure contact information is easily available to customers online.
- Alleviate fears of customers by having transparent communications/[signage](#) about safety practices that are being implemented (including a diagram/communication of the "back of house" process to provide transparency and confidence for how you're operating safely.
  - Encourage customers to call ahead if they have any questions about safety or procedures - have a standard script by the phone that you want employees to share with customers
- Have resources available electronically.
- Research community campaigns that are promoting local businesses such as [ForFortCollins.com](#).

#### Additional Consideration

- Encourage people to call ahead and schedule 1x1 training sessions or small group class -make sure the studio's contact information is easily accessible online
- Employees and customers must wear face covers when entering the business. For more information about the Larimer County Face Covering Order, [click here](#).
- Signage must be posted at each public entrance to inform all employees and customers must include:
  - Face Covering requirements
    - Full size sign
    - Half size sign
  - Avoid entering if they have a cough or fever
  - 6-foot physical distancing
- Keep gatherings to 10 people or less
- Disability Accommodations. New health screening measures may require new accommodations for people with disabilities. For example, hearing-impaired patrons who read lips may require screening by a worker wearing a clear face covering or one with a see-through window over the wearer's mouth. A gym or studio that reduces points of ingress or egress must ensure continued accessibility. Patrons whose disability makes them unable to wait in a long line may need a more expedited access procedure. In order to remain compliant with applicable disability laws and provide reasonably accessible events for all patrons, consult with a local advocate for people with disabilities.

#### Additional Consideration

- Is it viable to reopen the studio? Which service options are best?
- Connect with your CPA and banker about long-term funding
- [Families First Coronavirus Response Act](#) and [Family and Medical Leave Act \(FMLA\)](#)
- Must maintain 6' physical distancing between employees and clients

#### State Guidelines

#### Larimer County Guidelines

- Employees and clients/customers must wear face covers when in the business, unless it inhibits the participant's ability to do physical activity. For more information, [click here](#).
- [Important Water Quality Message before you reopen:](#) Please email [UtilitiesCustomerAccounts@fcgov.com](mailto:UtilitiesCustomerAccounts@fcgov.com) or call 970-416-4268.
- Must have a written sick employee policy shared with employees and available upon request.
- Businesses are only open at 30% capacity, unless the facility is able to expand outside.
- Employees who can telework should be teleworking.
- Consider connecting with your HR professional or attorney to review all policies**

