

# Ki Fitness & Health Covid-19 Safety Protocols and Procedures For Studio Clientele

To Our Valued Clients:

The following protocols and procedures are based on guidelines set by VIHA to mitigate the risk of Covid-19 within our studio.

It is imperative that these measures are followed to respect the health and safety of our studio community, their families, and community at large; our studio serves all walks of life including immunocompromised, those with underlying conditions, or with other vulnerabilities to illness.

Thank you for your cooperation, your continued support during this time, and for your dedication to keep yourselves fit, resilient, and healthy!

- ! We understand that everyone's comfort level is different. If you are concerned about any perceived risks in a fitness studio environment, please refrain from sessions at the studio for the time being, and we will be happy to serve you again when you feel ready.

## Handwashing

- **Hand Soap**
  - Dispensers in all bathrooms.
  - Wash hands thoroughly, lathering for a minimum of 20 seconds, every time you enter the studio and after sessions. Your trainer will do the same.
- **Hand Sanitizer**
  - A bottle each in the main lobby, the Kita/North Room, the Nishi/West Room, and the Higashi/East Room.
  - Use at your discretion.

## Additional Hygiene Notes

- Please bring a pair of indoor footwear to change into when you arrive.
- Showers are not available at this time.
- Sweat towels can be used, but please keep towels in one spot during your session (your trainer will clean/disinfect the area afterward). Please place your used towel directly into the laundry hamper at the end of your session.
- The water bottle filling station in the main lobby is open for use, but you must bring a personal drinking container (no jars will be provided at this time).



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- Sessions will be ventilated as much as possible with oscillating fans kept on, windows open, and doors propped.
- The studio will be fully cleaned and disinfected on a weekly basis by a professional and reliable cleaning outfit, in addition, we will sanitize high-touch surfaces a minimum of two times daily.

### Physical Distancing

- Practice physical distancing within the studio as much as possible, your trainer will do the same.
- Avoid congregating:
  - **Do not enter the studio any earlier than 5-minutes before your session start time to change/warm-up.**
  - Depart quickly at the end of each session (your trainers love to chat afterward, but we now have lots to clean between sessions!).
- Session times are staggered to prevent congestion during transitions between sessions.
- If your session is in the Higashi/East Room (multi-purpose room with the red door), please use the outside garden entrance to this room – your trainer will advise.

### Face Masks

- Please wear a mask in the lobby/entryways, in any common area of the studio, and/or any time physical distancing is not possible.
- You are encouraged to wear a mask whenever possible, but you may take off your mask when necessary for periods of increased fitness exertion.
- All the trainers at the studio will wear a mask at all times. If your trainer asks that you wear a mask, for any reason, you are required to do so to continue with your session(s).
- If you forget/don't have your mask, we will have disposable masks on hand for sale.

### Illness & Travel

- If you are ill or have any symptoms of illness (even mild, but especially fever, cough, sore throat, or difficulty breathing), have been in contact with someone with Covid-19, or with someone suspected of having Covid-19, you must refrain from entering the studio until 10-days have passed after symptoms have resolved, or until you provide a negative COVID-19 test result.
- If you test positive for Covid-19 at any time, you must have a negative test result before you can return to sessions at the studio.



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- The same above applies to your trainers, and all trainers are required to conduct the BC COVID-19 Self-Assessment Tool any day that they will be on-site at the studio.
- You may be screened by your trainers prior to each session, please be patient with the repetition of questions.
- If you have travelled, please follow the current VIHA guidelines for self-isolation/quarantine upon return. Your trainers will do the same.

### Cleaning & Disinfecting

The studio will provide all necessary and appropriate cleaning/disinfectant products for your trainers to maintain cleaning and disinfecting protocol before, during, and after all sessions.

- **Paper Towels**
  - Reusable cloths can no longer be used for disinfecting/cleaning, only disposable paper towel.
  - Dispensers and recycle bins in both bathrooms, and one each in Kita/North Room, Nishi/West Room, Higashi/East Room, and Cardio Room.
- **Nitrile Gloves**
  - A box each in main lobby, Kita/North Room, Nishi/West Room, and Higashi/East Room.
  - Available to use at your discretion.
- **General Cleaner Spray Bottles**
  - Used to clean visibly dirty surfaces before disinfecting and as needed.
- **Disinfectant Spray Bottles**
  - Used to disinfect all equipment (i.e. benches, mats, bars, dumbbells, kettlebells, handles, attachments, balls, and anything touched/used by yourself and clients), during and after every session.
  - Used to disinfect high-touch surfaces (i.e. inside/outside door fixtures, window fixtures, light switches, faucet/toilet handles, window latches, stereo devices, etc.), at the end of each session cluster, when visibly dirty, or when otherwise needed.
- **Disinfectant Spray Mop**
  - Used to disinfect floor after session as required (i.e. excessive sweat, etc.).

### Cancellation Policy

- The regular 24-hr cancellation will remain in effect:
  - Sessions cancelled MORE than 24hrs from pre-booked time will be rescheduled to without penalty.



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- Sessions cancelled LESS than 24hrs from pre-booked time will be charged the full amount for that session.

### **EXCEPT (in light of Covid-19):**

- There will be no charge for any cancellation due to illness regardless of how much notice is received. (When possible, please give at least 24-hrs notice to ensure somebody else in need can have the session time.)
- \* **All trainers are required to conduct the BC COVID-19 Self-Assessment Tool any day that they will be on-site at the studio. Your trainer is required to cancel all sessions if ill, or if experiencing any symptoms of illness, even mild, and cannot return to work until 10-days have passed after symptoms have resolved, or until they provide a negative COVID-19 test result. All ongoing session times will be held, and pre-paid sessions fulfilled when they return. Thank you for your understanding!**

Thank for taking the time to read these important protocols and procedures. Your safety and health are always our number one priority and we appreciate your patience as we navigate these unusual and constantly changing times.

Please don't hesitate to reach out at any time with any questions or concerns!

Yours always in fitness & health,

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