
Welcome Back!

Let's keep each other healthy and safe by following the guidelines that have been put in place.

Hours of Operation

Monday through Friday

5 a.m. to 7 p.m.

Saturday

8 a.m. to 2 p.m.

Sunday

Noon to 4 p.m.

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We've Missed You!

Tamarac will reopen on Monday, September 14, and each one of us is excited to welcome you back.

We've been busy these last few months. Our team has been doing lots of cleaning, sanitizing and moving.

A tremendous amount of time and energy has been devoted to reimagining the day when we could reopen to you! Every step that we have done is with our associates' and members' health and safety in mind!

We know that other places have chosen to open on September 9. We have not made our decision lightly. We know you want to be back in and working out. We want to make sure that you have the best experience that you can when you walk back through our doors and remain confident in our enhanced safety and cleanliness measures.

First, we are ensuring our staff is fully trained and familiar with our new layout and all the safeguards we have put in place to reduce any potential infection and transmission. This includes educating our team members so they are fully prepared to serve you as we go through several stages of a safe reopening.

Second, we want to make sure that we keep you and our community informed about the new measures we've put in place to maximize safety and cleanliness. This includes informing you about different phases of our reopening as well as other steps.

Tamarac is more than just a gym or fitness center. In addition to being a member of Spectrum Health, we are a medical wellness facility certified by the Medical Fitness Association, which is an international organization that has certified only two other facilities in Michigan and 50 in the entire nation. At Tamarac, we hold ourselves to a higher level of quality and care for the community we serve.

Things will look different to you compared to the last time you were inside our facility. When you come through our doors, you'll undergo a brief health screening process at the front door. Some areas of the club won't be available in Stage One of reopening.

Cleaning and sanitizing is a major focus. In addition to our nightly cleaning after we close, we've added even more cleaning and sanitizing. New Health Guards will be on the fitness floor and they will clean and sanitize each piece of equipment as it is used. The Health Guards are like lifeguards at the pool: They watch out for your wellbeing and ensure equipment is safe and sanitized for use. They will also help encourage safe behaviors by reminding everyone of physical distancing practices.

You will find extra stations with equipment wipes and hand sanitizer throughout the facility for your use.

You will need to wear a mask throughout the building and during your workout. Members may remove mask to enter the pool.

[And we ask that if you or anyone in your household is sick to please stay home!](#)

Each member will receive a letter and/or email addressing all the changes and how billing will look. We understand that some of our members are not ready to come back to the facility right now. We have options for you. We will continue to post our updates on Tamarac's Facebook group and Tamarac's website, www.tamaracwellness.org.

As always, if you have any questions or ideas, please don't hesitate to contact us at 231.924.1600.

Again, welcome back!

Important Things to Know!

There is a lot of information in this guide. All of it is important, but we wanted to highlight these key takeaways:

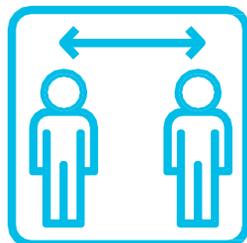
1. If you feel sick, stay home!
2. If you don't feel comfortable coming back to Tamarac yet, contact us at 231.924.1788, and we will walk you through your options.
3. There will be a screening process for each person entering Tamarac.
4. Practicing physical distancing is required at all times.
5. Per Executive Order 2020-176, a mask must be worn at all times. This mask will be provided upon entry. Members may remove mask to use the pool, only.
6. Treehouse services will not yet be available.
7. Group fitness classes will remain outside in order to ensure proper physical distancing.
8. It is required to sign-up at least an hour prior to any aquatic class.
9. Locker rooms will be available, though we encourage members to limit their use of these facilities at this time.
10. Water fountains will not be available. You will be able to refill reusable bottles at our refill station. We strongly recommend that you bring your own water.
11. Sweat towels will not be provided at this time.
12. Hot tub, sauna and steam room are closed.
13. We ask that you do not bring any of your personal exercise equipment into the facility.

Cleaning & Sanitizing

Cleanliness and sanitization have always been important to us, and now they are more of a priority than ever.

Here are the steps we are taking to thoroughly clean and sanitize Tamarac for you:

- There will continue to be a thorough deep cleaning conducted each night after close.
- Additional cleaning shifts have been added throughout the day by our staff
- We've added additional "sanitizing stations" on the fitness floors. These stations include wipes 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 wipe down equipment after using it.
- We will have a staff member acting as a "Health Guard" on the fitness floor at all times. They will be responsible for sanitizing any machine/space that has been used and ensuring that members are maintaining appropriate physical distancing.
- After exercise equipment has been used, there will be a sign placed on it indicating that it needs to be sanitized. That piece of equipment will be unavailable until a Health Guard has sanitized it.
- We've added additional sanitizing shifts of high touch point areas.



When You Arrive

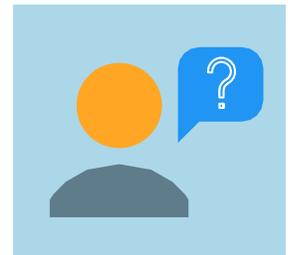
Please try to use the wellness doors for entrance. Check in is different than before. It may take a few extra minutes, so be sure to allow yourself enough time.

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

1. Wear a mask. At this time, a provided mask must be used. Per Executive Order 2020-176, a mask is mandatory at all times, except in the pool. There will be no exceptions to this order.



2. Verbally respond to a brief health questionnaire.
 - Are you experiencing any of the following symptoms?
 - Fever greater than 100.4 degrees?
 - Recent onset or worsening cough?
 - Difficulty breathing or shortness of breath?
 - Sore throat?
 - Have you been in contact with anybody who has tested or has symptoms of COVID-19 within the last 14 days?
3. Staff will perform a temperature check



If you are wearing a mask and you have answered “no” to all the above questions, you may proceed to your desired area.

If you answered “yes” to any of the above questions, we ask for the safety of our staff and members that you return home and do not return until you are symptom free for-48 hours. .

If you need COVID 19 screening, please contact 231.924.6990.

Membership & Billing

Here is an explanation of what we're doing, and a timeline for when everything will occur. No membership dues have been charged since March 2020. Refunds for March partial month have been refunded.

On Monday, September 14, 2020...

Tamarac will resume operations. If you feel comfortable to start back at indoor exercise, please feel free to join us with our Stage One adjusted hours of operation.

On Friday, September 25, 2020...

If you are not comfortable with returning at this time you have options before full membership dues will be reactivated.

- Freeze Membership: You may freeze your membership until December 31, 2020 with no fee. A typical freeze fee would be \$5 a month. We will waive this fee until December 31. If you choose to come back before then, we will reactivate your membership and dues will continue as normal.
- Cancel Membership: If you do not feel like you want to return at this time you must cancel by this date for October dues to not run.

On Thursday, October 1, 2020...

- We will run billing for all active members for October dues.
- Keep in mind that some members may have a credit on their account with us for the days in March that we were closed. This credit will be applied to your dues.
- We will resume normal billing at the same rate as you were being charged previously. Going forward, this process will continue the first of each month.

*For any of our members that had a year pay in full or a pass, we have extended the dates of your membership or pass to reflect closure time.

Empower M.E

Empower M.E. is a member self service website that allows members to manage personal and billing information, enroll in classes and make payments to account.

Step One:

- Go to www.ourclublogin.com/510300

Step Two:

- Find your Tamarac check in key tag. Take the ID number and enter it for your username and password, upon your first-time logging in.
- You will need to change your password at this time.
- Troubles logging in: Call Member Services at 231.924.1600.

How does a member register for a Class or Course/Event?

- Log in to Empower M.E. The Dashboard appears.
- Click the Class Schedule or Course/Event Schedule button
- Search by day, week or category
- Each class/course will let member know if there is any pricing point for them or family members
- Click arrow on right hand side of screen
- This gives you class description, instructor and all details
- Click Sign Up
- If payment is needed it will go to the PAY NOW screen
- Once registered/purchased, member will see the class in the dashboard and can then edit, cancel or add class to calendar.

Building Rules/Information

Locker Room:

Locker rooms will remain open for member's needs. Whenever possible, members should arrive to the facility in workout clothes/swimsuit to minimize time in the locker rooms.

The following protocols have been implemented:

- To encourage physical distancing, we are allowing two individuals per bay.
- Limited number of lockers are available for use to help with physical distancing.
- Locker room will be cleaned throughout the day. Hand soap and shower soap will remain in each locker room, but all other toiletries have been removed. Including hair dryers.
- Towels for shower and pool are provided at the Member Check in desk only.
- Sauna and steam room will be closed.

Aquatics:

The pool is open. Please see the new aquatic schedule with classes, adult swim times and therapy only times.

The following protocols have been implemented:

Mask:

- Mask are not needed in the pool. You must wear in the locker room and throughout the building.

Classes:

- It is required that you sign up in advance via Empower M.E. or by calling 231.924.1601. If you do not sign up in advance, you will not be able to participate in pool classes. You may sign up 24 hours in advance or at least one hour before class start time.
- The Hot tub will be closed.

Adult Swim:

- Only 10 people in the pool at one time.
- Please do not enter the pool if there are 10 people in at that time.
- You may wait on the pool deck for the next person to exit.

Therapy Times:

- At this time, we will not be able to allow members in the pool during therapy scheduled time.
- If you need accommodations, please feel free to discuss with Tamarac Leadership.

Personal Training and Momentum-Clinical Pathway

Personal training and services provided by our fitness professionals are available.

The following protocols have been implemented:

- Fitness Specialist and Personal Trainers will be wearing mask and have eye protection or face shields on during all appointments.
- During times when more than one person from different households are present, fitness professionals will maintain 6 feet of distancing between individuals.
- Fitness professionals are responsible to maintain sanitation of equipment after use.

Group Fitness:

Group fitness will remain outside at this time.

The following protocols have been implemented:

- All classes are being held outside.
- Instructors have been trained to facilitate proper physical distancing and cleaning protocols.
- Any piece of equipment being used by a class participant is sanitized by a staff member before and after each class.
- If possible, we prefer that you sign up for class before attending. This helps with class setup. You can do so by using the Empower M.E. or by calling 231.924.1601.

Cardio, Free weights, & Strength Machines

It is expected that members maintain appropriate physical distancing while in this area of 6 feet.

The following protocols have been implemented:

- We have rearranged equipment to make it more conducive to social distancing standards.
- We've added more sanitizing stations. Disinfectant wipes are available for members to wipe down equipment before using it. Hand sanitizer is also available.
- We also ask that any piece of equipment used is wiped down.
- As an extra safe guard, we will have a "Health Guard" on the floor at all times ensuring that everything is being cleaned and that proper social distancing protocols are being followed. Look for the green shirt!
- Each piece of equipment will have signs on them. When you use something please turn the sign to "Equipment closed for cleaning". We will have a staff member clean the equipment before it is used again.
- We ask that you do not re-rack your free weights. Before being re-racked, the Health Guard will need to clean them.
- The selectorized machine area- we ask that you use every other machine. Machines will not be blocked off, but please do not use a machine next to where someone else is.

Track:

The track will be one-way, no change in direction daily. We have placed distancing stickers throughout to remind everyone to maintain six feet of distance. We ask that you remain in the outer lane to walk. The inner lane is to be used for passing only. Running on the track is not permitted at this time.

Treehouse:

This is an important service to our members, and we recognize that. While the Treehouse will not re-open right away, we are eager to bring it back as soon as it is safely possible.

The Café

Open from 8 a.m .to 2 p.m. for food. All day for smoothies or coffee.

The Skincare Center and Spa:

Is open! Current hours are 9 a.m. to 5 p.m. by appointment only. If you need to purchase product please stop in or call 231.924.7800.

Staff

The following protocols have been implemented:

- All staff are screened for symptoms or exposure before each shift.
- Staff are asked to stay home if they are experiencing any illness or go home if they start to become ill at work.
- All staff must ensure the following upon entry to building:
 - Hand sanitize
 - Mask
 - Hand sanitize
- Some staff will be required to wear face shields or eye protection during member contact.
- Plexiglass has been installed in some areas of contact.
- Hand washing and sanitizing is top priority.

General Items:

- You will need to stop and check out at the desk before you leave the facility.
- Please limit your time in the facility. We ask that you stay no longer than two hours at a time. This will allow other members access to the facility while we maintain the 25% capacity limitations from the Executive Order.

This handbook is subject to change. Last update: 09/10/2020