



FAQs

Updated March 29, 2021

We are working to gradually reopen the Veterans Memorial Community Center with the safety and health of our staff, members, and guests in mind. Our plan follows recommendations by the Centers for Disease Control and Prevention (CDC) and the Minnesota Department of Health (MDH) and will continue to evolve as information from the CDC and MDH becomes available to us.

The mission of the City of Inver Grove Heights is to provide services and facilities that enhance the quality of life in our vibrant community. The public that uses our VMCC and participates in our many recreation programs should be advised that the City is doing our best to protect the safety of the public. While we take reasonable measures to ensure our facilities and programs are safe, we cannot guarantee that our programs and facilities are free of the COVID-19 virus and as a user of these services you acknowledge this and accept risk while using these services. Please use our facilities and participate in our programs by following recommendations provided by the CDC which can be found at www.cdc.gov.

To protect yourself, the public and others you should:

- Stay home if you are sick.
- Wash your hands and practice good personal hygiene.
- Practice social distancing, staying 12' feet away from people not in your immediate family/household.
- Wear a face covering/mask at all times while using our facilities.
- Adhere to established capacities

1. Why is the facility opening in phases?

The facility will be opened per the current Executive Order which may require us to open certain areas in phases. We will continue to update this information as Executive Orders are issued.

2. When will I be billed for my membership?

Membership billing will be restarted on Friday, January 1, 2021.

3. Can I put my membership on hold?

Members who wish to put their membership on hold please contact Guest Services. You can put your membership on hold for up to 3 months. Anyone that requests a hold on their membership will be charged the “on-hold fee” of \$10/month. Please contact Guest Services with any questions or concerns you may have at 651-450-2480.

4. If I cannot use all the facilities, will I be billed the full cost of my membership?

If you do not feel comfortable returning to the facility, we will be happy to keep your membership on hold. Our on-hold policy will apply (up to 3 months at a cost of \$10/month). Please contact Guest Services with any questions or concerns you may have at 651-450-2480.

5. What is required to cancel my membership?

We will require a 30 day notice for all cancellations. Please contact Guest Services with any questions or concerns at 651-450-2480.

6. Will my visit count towards my insurance reimbursement for the month?

Currently all visits will count towards your insurance reimbursement. If you participated in our virtual fitness classes we will count those visits as well, you must stay for the entire virtual class to receive credit.

7. Has an Operational/Response Plan been developed?

We have prepared an Operational and Response plan per orders by the State of Minnesota. We have used the guidance outlined by the CDC and MDH to develop these plans. These plans are available upon request.

8. Can I pay for a membership, daily pass, or registration with cash or a check?

Yes, however, we recommend handling all transactions with a credit card (Visa, MasterCard, Discover and American Express). The less the handling of cash or checks will ensure the safety to our staff and customers.

Amenities/Schedules

1. What amenities will be available/unavailable?

Based on current Executive Order: capacity, social distancing and wearing of face coverings at all times in our facility (except while swimming-face coverings must be worn on the pool decks!) below is a list of our current capacity:

Currently available:

- **Hot Tub:** A maximum of 8 people will be allowed in the Hot Tub, no reservation is needed.
- **Open Swim:** please visit our website for an up to date list of open swimming. Spots will be held for members and members no longer have to make a reservation for a timeslot. Nonmembers and guests will need to continue to make a reservation for a time slot.
- **Fitness Center:** A maximum of 38 people will be allowed in the main fitness area at a time.
- **Walking Track:** A maximum of 25 people will be allowed on the track; the middle lane will not be allowed to use to allow for proper social distancing.
- **Upper Mezzanine:** A maximum of 7 people will be allowed to use this area at a time.
- **Group Fitness Classes:** We are offering a limited number of virtual and live fitness classes in January. You must register to attend our fitness classes. We can have up to 25 people in our in person classes depending on the type of class. To view our schedule of fitness classes please visit our website at www.ighmn.gov/register. Participants of fitness classes must be 12 years of age or older.
- **Lap Swim:** up to 8 lap swimmers will be permitted per hour depending on schedule, please visit our website for an updated lap pool schedule:
<https://invergroveheights.maxgalaxy.net/Schedule.aspx?ID=4>
- **Locker Rooms and Showers** are now available for use. We have a limited number of lockers available to ensure proper social distancing.
- **Ice Arena:** open to youth and adult practices, games and open skate
- **Child care:** Childcare will open on Saturday, May 1st, our capacity will be 6 children per session, you will need to make a reservation for your child(ren) to attend child care.

Coming Soon:

Please watch your email, our facebook page and website at www.ighmn.gov/communitycenter for more information on these items. As we finalize the opening of these areas/programs we will send out emails on the information and update our website.

Please watch for next brochure for the following programs to begin or areas to open around the first week of April 2021. Program Brochure to include information on Swim Lessons, Learn to Skate, Additional Fitness classes, such as Aqua classes and Recreation programs.

Closed

- National Guard Gym closed through April 10, 2021 for MN Department of Health COVID testing
- Sauna, until further notice per Executive Order 21-11

2. What are the facility hours?

VMCC Building Hours:

Monday-Fridays	5 a.m.- 9 p.m.
Saturdays:	7 a.m.-6 p.m.
Sundays:	7 a.m.-6 p.m.

Pools will close ½ hour prior to building closing time.

3. Do I have to make a reservation prior to coming into the facility:

As a member you do not need to make a reservation prior to coming into the facility. You will scan your member card and only sign up if you are planning on lap swimming. All other areas do not require a reservation.

A non-member will have to make a reservation to attend open swim, open skate or group fitness classes. A non-member does not need to make a reservation to use the fitness center and to lap swim, however if lap swimming is full then have to wait to lap swim until a lane becomes available.

4. When will Child Care reopen?

We will reopen our child care facility on May 1, 2021. Reservations will be required with a maximum capacity of 6 children per session. Sessions will be 1.5 hours in length.

5. Can I bring a guest or use a guest pass?

You will be allowed to bring a guest and use a guest pass for the fitness only at this time. Guest should be aware of ways to protect themselves, such as:

- Stay home if you are sick.
- Wash your hands and practice good personal hygiene.
- Wear a mask at all times.
- Practice social distancing, staying 6' feet away from people not in your immediate family/household.

6. Will you allow members to bring in equipment from home?

Members can bring their own equipment such as fitness mats, yoga blocks and straps, light weight dumbbells, bands, fitness and recreational balls, kickboards, noodles etc. Use of weight gloves and cotton lifting straps are not permitted as they are not easily sanitized. Please label your personal belongings so we can easily return it to you if you leave it behind.

Cleaning and Sanitization

1. How often will the facility and the equipment be cleaned?

The facility will be cleaned and sanitized regularly, with increased frequencies for sanitizing highly touched surfaces and equipment throughout the day.

2. What cleaning measures have you added due to COVID-19?

The additional cleaning measure we are adding because of COVID-19 are:

- Frequently cleaning high touched surfaces within the facility
- Regular sanitizing of all equipment.
- Hand sanitizer stations are available throughout the facility.
- Spray bottles and paper towels for our members to wipe down equipment before and after use.

Staff and Member Safety Measures

1. What PPE measures are required for staff and for members?

Staff and members are required to wear a face covering at all times in the facility, except while swimming, face covering are required to be worn while on the pool decks!

2. What steps are you taking for social distancing?

Social distancing stickers and signs will be placed throughout the facility to ensure that our staff, members, and the public maintain proper social distance from each other throughout the facility.

For equipment, we will be limiting the number of pieces that can be used.

In the locker rooms, we will limit the number of lockers that are available for use to ensure proper social distancing.

For members, public and staff interaction; we will be placing plastic barriers at guest services and check in desks to allow for safe social distancing and communication.

As a final precaution we will be posting signage throughout the facility to remind everyone to keep social distancing in mind, practice proper hygiene and report any issues with Guest Services.

3. What measures are you taking to ensure safety in personal training?

Our trainers and fitness staff will wear a face covering, maintain proper social distancing and coach utilizing non-contact methods when working one on one or in small groups with customers.

4. When do members/guests need to wear a face covering?

Emergency Executive Order 21-11 requires anyone visiting our facilities to wear a face covering including when exercising. The only exception is while you are in a swimming pool, swimming. If you are on the pool deck observing you need to wear a face covering.

5. How will you screen your employees to keep staff and members safe?

Before an employee starts their shifts, they will go through a wellness check including symptom questionnaire and temperature checks.

6. What will you do if an employee shows symptoms of COVID-19?

Employees who show symptoms will not be allowed to return to work until they meet the CDC strategies to discontinue home isolations and have consulted a health care provider.

Employees who are working and become symptomatic or are suspected to have COVID-19 will be sent home and areas of the facility they were working in will be shut down and sanitized.

7. What are your procedures if a member shows signs of being sick?

We ask any member who feels sick to stay home. Any member who shows signs of illness, such as cough, shortness of breath, chills, or sneezing with nasal discharge will be asked to leave.

Policy Enforcement

1. How will you limit the number of people in your facility at one time and how will this be monitored and enforced?

We will follow Executive Orders as well as CDC/MDH guidelines related to occupancy restrictions. If we have a restriction put in place, we will have a tracking system that monitors how many members/public are in the facility at one time and have a staff member institute our waiting process for members/public outside of the facility.

2. How will you enforce face coverings and social distancing on cardio machines, in the free weight area, locker rooms, pools, etc.?

Staff will be walking the facility to ensure that members are safely practicing wearing of face covering and social distancing. If members are not, our staff will politely remind them. If the member continues or refuses to adhere to the guidelines, we will ask the member to leave.

3. How will you monitor and enforce good member cleaning practices?

Staff will be walking the facility to ensure our members are cleaning their equipment before and after use. To help ensure members can keep their equipment clean, we will be providing cleaning solution and post visible reminders via signage to keep cleaning on top of everyone's mind.