

University of Houston – Clear Lake Recreation and Wellness Center COVID-19 Reopening Guidelines



The following document outlines reopening guidelines for the Recreation and Wellness Center reopening plans for the fall 2020 semester and beyond. All plans are subject to change and will be in line with University of Houston System, University of Houston Clear Lake, State of Texas, and CDC guidelines and requirements.

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The University of Houston–Clear Lake has developed the following protocols consistent with recommendations from the Centers for Disease Control and Prevention and guidance provided by the Governor of Texas.

State of Texas Guidelines for Fitness Facilities and Patrons

The State of Texas has issued recommended guidelines for reopening of fitness facilities. With these guidelines comes the need for adjusted and new policies and protocols. The full State of Texas guidelines can be found online for both [facilities](#) and [patrons](#).

- [Guidelines from the State of Texas for Fitness Facilities](#)
 - Gyms and exercise facilities and classes may operate up to **50%** of the total listed occupancy of the gym or exercise facility.
 - Train all employees and contractors on appropriate cleaning and disinfection, hand hygiene, and respiratory etiquette.
 - Screen employees and contractors before coming into the gym or exercise facility or class.
 - Space workout equipment to provide for at least 6 feet separation between patrons.
 - Regularly and frequently clean and disinfect any regularly touched surfaces, such as doorknobs, tables, chairs, and restrooms.
 - Disinfect any items that come into contact with customers.
 - Provide equipment cleaning products throughout the gym or exercise facility or class for use on equipment, including dead weights.
 - Make hand sanitizer, disinfecting wipes, soap and water, or similar disinfectant readily available to employees, contractors, and customers.
 - Place readily visible signage at the gym or exercise facility or class to remind everyone of best hygiene practices.
 - For facilities with more than 10 employees and/or contractors present at one time, consider having an individual wholly or partially dedicated to ensuring the health protocols adopted by the facility are being successfully implemented and followed.
- [Guidelines from the State of Texas for Fitness Facility Patrons](#)
 - Maintain at least six (6) feet of separation from other individuals not within the same household. If such distancing is not feasible, other measures such as face covering, hand hygiene, cough etiquette, cleanliness, and sanitation should be rigorously practiced.
 - Self-screen before going into a gym or exercise facility or class.
 - Disinfect any equipment before and after use, including exercise machines and dead weights.
 - Wash or disinfect hands upon entering a gym or exercise facility or class and after any interaction with employees, other customers, or items in the gym or exercise facility.
 - To the extent a patron brings their own equipment to the gym or exercise facility, the patron should disinfect the equipment before and after use.
 - Consistent with the actions taken by many individuals across the state, consider wearing cloth face coverings (over the nose and mouth) when entering a gym or exercise facility or class, or when within 6 feet of another person. If available, individuals should consider wearing non-medical grade face masks.
 - Individuals aged 65 or older are at a higher risk of COVID-19. To the extent possible, avoid contact within 6 feet with individuals aged 65 and older. Individuals aged 65 and older should stay at home as much as possible.

RWC Operational Hours

- All hours of operation are subject to change at any point. Data from Harris County, the State of Texas, and CDC guidelines will be used to determine operating hours.

UHCL Phased Reopening - Hours of Operation for the RWC	
Phase 1	RWC is closed.
Phase 2	<ul style="list-style-type: none"> Monday – Friday: 7 a.m. – 6 p.m. <ul style="list-style-type: none"> 7 a.m. to 8 a.m.: HHPI / patrons 55 years+/ Active UHCL Employee Members 8 a.m. to 6 p.m.: All active members Saturday: 10 a.m. – 4 p.m. <ul style="list-style-type: none"> 10 a.m. to 11 a.m.: HHPI / patrons 55 years+/ Active UHCL Employee Members 11 a.m. to 4 p.m.: All active members Sunday: Closed
Phase 3	<ul style="list-style-type: none"> Monday – Thursday: 7 a.m. – 8 p.m. <ul style="list-style-type: none"> All active members Friday: 7 a.m. – 6 p.m. <ul style="list-style-type: none"> All active members Saturday: 10 a.m. – 4 p.m. <ul style="list-style-type: none"> All active members Sunday: Closed
Phase 4	<ul style="list-style-type: none"> Monday – Thursday: 7 a.m. – 10 p.m. <ul style="list-style-type: none"> All active members Friday: 7 a.m. – 6 p.m. <ul style="list-style-type: none"> All active members Saturday: 10 a.m. – 4 p.m. <ul style="list-style-type: none"> All active members Sunday: Noon – 4 p.m. <ul style="list-style-type: none"> All active members
Phase 5	<p>Normal RWC Operations Hours</p> <ul style="list-style-type: none"> Monday – Thursday: 7 a.m. – 11 p.m. <ul style="list-style-type: none"> All active members Friday: 7 a.m. – 6 p.m. <ul style="list-style-type: none"> All active members Saturday: 10 a.m. – 6 p.m. <ul style="list-style-type: none"> All active members Sunday: Noon – 6 p.m. <ul style="list-style-type: none"> All active members

RWC Policies and Protocols for Re-Opening

Accessing the RWC and Time Limits

Time Limits for RWC Usage per Patron

- Effective 2/8/21, members are **no longer required** to make reservations until further notice before coming to the facility to check on capacity and any wait times that may exist.
 - The reservation process may be needed at a future time and UHCL students and RWC members will receive email notification if this process is reinstated.
- Patrons will have one hour to complete workouts if the facility at capacity and if there is a queue line for other patrons.
 - With reduced hours of operation and a maximum capacity for patrons, we will enforce a one-hour limit for patrons if there is a queue line formed.
 - If needed, RWC staff will identify the patron(s) who have been in the facility for one hour or more using the time a patron actually checked in through the Welcome Desk.
 - That/Those patrons will be given a five (5) minute notice and be asked to finish their workout.
 - That/Those patrons will be able to get back in the stand-by queue line if they so choose.
 - *We do not expect to enforce this regularly but it will be in effect at all times.*
- There are time limits on cardio and strength equipment for individuals. No more than 30 minutes on cardio equipment and 15 minutes on single piece of strength equipment if people are waiting.

Patron Reservations, Walk-up Access, Checking Out of the RWC

- Patron Reservations
 - Effective 2/8/21, members are **no longer required** to make reservations until further notice before coming to the facility to check on capacity and any wait times that may exist.
 - The reservation process may be needed at a future time and UHCL students and RWC members will receive email notification if this process is reinstated.
 - ~~○ Members will call the RWC Welcome Desk at 281-283-2330 during operational hours to make a reservation for the current day or the next day. No reservations will be accepted for daily recurring visits or for any time beyond the next business day.~~
 - ~~▪ Reservations can only be accepted over the phone or in person for the current or next day.~~
 - ~~▪ Any reservation requests for Monday morning will be accepted on Saturday between 10 a.m. and 4 p.m.~~
 - ~~▪ Members will provide their name and UHCL or Member ID number.~~
 - ~~▪ Reservations will be held for no more than 5 minutes past the start time if the facility is at capacity and a queue line has formed. After five minutes, the reservation is canceled and the next walk-up member will be allowed access.~~
 - When you arrive, you will complete a wellness check in the lobby.
 - Once the wellness check is completed, you may enter the facility.
 - ~~○ Even with a reservation, you may have to wait if the facility is at capacity.~~
 - If the lobby is at capacity, you will be asked to wait in the East Plaza or in your vehicle.

- When checking in at the Welcome Desk, if you do not have a photo in the Fusion system you will be required to take one at the desk so we can update your Fusion profile.
- Walk-up/Stand-by Access
 - We recommend that all patrons call the Welcome Desk at 281-283-2330 before coming to the facility to check on capacity and any wait times that may exist.
 - When you arrive, you will complete a wellness check in the lobby.
 - Once the wellness check is completed, you will either be able to enter the facility or be directed to the stand-by queue line and will wait for access to the facility.
 - If the lobby is at capacity, you will be asked to wait in the East Plaza or in your vehicle.
 - When checking in at the Welcome Desk, if you do not have a photo in the Fusion system you will be required to take one at the desk so we can update your Fusion profile.

Wellness Checks

- Wellness checks are required for entry into the Recreation and Wellness Center. Refusal to comply with the wellness check process will result in your inability to utilize the RWC for physical activity, workouts, or academic classes inside the space. A wellness check is required each time you visit the RWC, even within the same day.
- **Self-assessment step:** Please review the list of potential signs/symptoms of, or exposure to, COVID-19 and inform the RWC staff member whether or not you have any of these or have experienced any of these in the past 72 hours:
 - Cough/Shortness of breath or difficulty breathing
 - Chills/Repeated shaking with chills
 - Muscle pain/Headache
 - Sore throat
 - Loss of taste or smell
 - Diarrhea
 - Known close contact with a person who is lab confirmed to have COVID-19
 - Fatigue
- Students/Patrons identified with or experiencing any signs/symptoms described above will not be allowed access to the RWC until they are symptom-free for 72 hours.
- **Temperature check:** If you do not have any of the above signs/symptoms the RWC staff member will measure your temperature. You will not be permitted to access the Recreation and Wellness Center if you have a measured temperature greater than or equal to 100 degrees Fahrenheit.
 - If you have a temperature of 100 degrees Fahrenheit, you must self-isolate for 72 hours. To return to campus you must seek a doctor's evaluation and be fever free for 72 hours without fever reducing medicine. (www.uhcl.edu/health-alert/self-quarantine).
- Effective January 13, 2021, if you have traveled outside of the US in the past seven (7) days, you will be asked to quarantine according to CDC guidelines and will not be allowed access to the RWC for at least fourteen days following your return.
- If you are not permitted to access the Recreation and Wellness Center, you will be asked to provide your contact information to be contacted by UHCL Health Services to confidentially address your medical situation and provide you with next steps.

- If you are exhibiting signs/symptoms, you should immediately contact your healthcare provider or UHCL Health Services at 281-283-2626 or healthalert@uhcl.edu. Failure to do so could jeopardize the health of those around you and members of the campus community. For additional information, please refer to the UHCL COVID-19 website at www.uhcl.edu/health-alert and the Texas Department of State Health Services at www.dshs.texas.gov/coronavirus/opentexas.aspx

Check Out When Complete

- We will ask all patrons to check out when their workout is complete. This will be done at the Equipment Check Out Desk and you can provide your physical ID or simply provide your UHCL or Member ID number.

UHCL COVID-19 Health Alerts

- UHCL has added a [COVID-19 website](#) which can be accessed from all UHCL webpages.
 - [Protocols for students](#)
 - If a UHCL student should develop symptoms, or be exposed within 6 feet for 15 minutes or more of a positive COVID-19 person, they must stay home, or go home immediately. Also, they should submit an online notification form within 24 hours, quarantine, isolate and test as appropriate, and comply with contact tracing so that any additional potentially affected persons may be contacted as well for quarantine and monitoring.
 - Reporting links are on the [Coronavirus \(COVID-19\) Updates page](#) (top yellow bar of UHCL.edu):
 - [Report of Exposure](#) – if you have had close contact (within 6 feet for at least 15 minutes, with or without a mask) to someone who been confirmed COVID-19 positive.
 - [Report of Diagnosis/Symptoms](#) – if you have developed symptoms of COVID-19 or have tested positive for COVID-19.
 - Before you come back to campus, fill out the [Request to Return to Campus](#) after quarantine or isolation
 - [Protocols for Employees](#)
 - If a UHCL employee should develop symptoms, or be exposed within 6 feet for 15 minutes or more of a positive COVID-19 person, they must stay home, or go home immediately. Also, they must submit an [online notification form](#) within 24 hours, quarantine, isolate and test as appropriate, and comply with contact tracing so that any additional potentially affected persons may be contacted as well for quarantine and monitoring.
 - Reporting links are online in the [Coronavirus \(COVID-19\) Updates](#) section:
 - [Report Exposure or Diagnosis](#) within 24 hours for any COVID-19 reason: Exposure within 6 feet for 15 minutes or more, development of symptoms, etc.
 - Before you come back, fill out the employee [Request to Return to Work after Quarantine or Isolation](#)
- [General Self-Quarantine Guidelines](#)

RWC Capacity Guidelines

- Based on the UHCL Phase, the grid provides the maximum capacity of the RWC as well as specific spaces within the RWC.

During Phased Reopening - Capacity of RWC		
Phase	RWC Max Capacity	Space Specific Capacities
Phase 1	RWC Closed	RWC Closed
Phase 2	25% of max capacity Max of 70 patrons at any time	<ul style="list-style-type: none"> Lobby (does not count towards RWC capacity): 20 First Floor Fitness Zone: 25 Court 1: 8, singles only, one person per side of net Court 2: 6, no more than 3 per hoop, no competitions MAC Gym: 10 Track (actual track usage): 10 Fitness Zones surrounding track: 20
Phase 3	50% of max capacity Max of 110 patrons at any time	<ul style="list-style-type: none"> Lobby (does not count towards RWC capacity): 20 First Floor Fitness Zone: 40 Court 1: 12, singles only for table tennis, doubles for badminton Court 2: 6, no more than 3 per hoop, no competitions MAC Gym: 15 Track (actual track usage): 15 Fitness Zones surrounding track: 35 Personal Training Suite: no more than 4 at a time
Phase 4	50% of max capacity Max of 110 patrons at any time	<ul style="list-style-type: none"> Lobby (does not count towards RWC capacity): 30 First Floor Fitness Zone: 40 Court 1: 12, singles only for table tennis, doubles for badminton allowed Court 2: 6, no more than 3 per hoop, no competitions MAC Gym: 15 Track (actual track usage): 15 Fitness Zones surrounding track: 35 Outdoor Fitness Zone: 6 Personal Training Suite: no more than 4 at a time
Phase 5	75% of max capacity 150 patrons	<ul style="list-style-type: none"> Lobby (does not count towards RWC capacity): N/A First Floor Fitness Zone: 50 Court 1: 16, no more than 2 players on either side of net Court 2: 12, social distancing considerations Track (actual track usage): 20 Fitness Zones surrounding track: 38 MP Room 1: no more than 10 at a time PT Suite: no more than 4 at a time

Space Specific Capacities and Details

Fitness Zone 1st Floor Capacity and Zone-Specific Information

- **Masks are not required while physically on cardio equipment.**
- **Masks are required while performing strength workouts.**
- A single entrance and exit point will be established for the first-floor fitness zone. All patrons must enter and exit through that entrance at all times during operations.
- Equipment on the first-floor fitness zone has been spaced to meet social distancing guidelines. However, it is recommended that patrons try to avoid using adjacent equipment when another patron is using a piece. Be mindful of other people throughout the space and maintain social distancing as much as possible.
- Time Limits on Cardio and Strength Equipment
 - All cardio machine usage will be limited to no more than 30 minutes for any individual patron if others are waiting to use the equipment. After 30 minutes, the patron must stop use of the cardio machine. A waitlist will be posted in the Fitness Zone for cardio pieces.
 - All strength equipment usage will be limited to 15-minute maximum for any individual. No working in or sharing of the platform is allowed.
- Partner workouts
 - Are allowed to an extent.
 - Equipment must be cleaned/disinfected when partners switch.
 - Social distancing should be maintained as much as possible.
 - Masks are required when social distancing cannot be maintained.
- Spotting
 - If needed, please ask for a Campus Rec staff member to spot you. They will remain at least six feet away and only assist if needed during a lift.
- Mats, resistance bands, fabric covered equipment will not be provided throughout the RWC until further notice. Patrons may bring their own equipment.
 - As these items do become available, they will be required to be checked out from the Welcome Desk using your UHCL or member ID number. Items should be returned when you finished using them and each item will be disinfected before being checked out again.
- High Intensity Interval Training
 - Definition: Doing multiple exercises in a row at a high intensity with minimal to no break between exercises.
 - What does that look like?
 - Weights and exercises will look different for different populations!
 - Minimal rest: In between exercises, you are barely resting. The only “rest” will be adjusting from one exercise to the next.
 - Example:
 - If you are doing 5 movements, you wouldn't be sitting down, having a sip of water, catching your breath in between those five movements.
 - What if a staff member approaches me about mask usage while I am performing a HIIT workout?
 - We ask our patrons to be respectful if a staff member approaches and engages them about our mask policy. Our staff is enforcing the guidelines required by the department and the university.

- You are encouraged to tell the staff member what you are doing since they may only see a small part of your workout routine.
- If you are trying to do a HIIT format workout in close proximity to other patrons, you will need to wear a mask for your protection and theirs or move your workout to a more isolated area.
 - Reminder: free weights may not be taken off of the fitness floor or space it is stored. Do not carry hard weights onto the track or wood floors as they may cause damage to the surface.

Court Space Capacity and Zone-Specific Information

- Basketball Court 1
 - **Masks required at all times.**
 - No more than the listed number of individuals may be participating in an activity or another sport/activity on a single side of the court at any time.
 - Spectators or those waiting must wait in designated areas for next opening on a court or table. The queue area will not be supervised or managed by Campus Rec staff at this time.
 - Approved activities include:
 - Table Tennis
 - Badminton singles
 - Pickleball singles
 - Hitting volleyballs without badminton nets.
 - High Intensity Interval Training (HIIT) or some other cardio exercise routine
 - Prohibited actions:
 - Any sort of competition where social distancing cannot be maintained throughout.
 - Any doubles competition until we enter Phase 4.
 - Using badminton equipment for non-badminton activity.
 - Breaking social distance protocols while sitting in bleachers or waiting for space to open up for participating in an activity.
- Basketball Court 2
 - **Masks required at all times.**
 - No more than the listed number of individuals may be shooting or playing another sport/activity on a single side of the court at any time.
 - Approved activities include:
 - Shooting basketball
 - Hitting volleyballs
 - High Intensity Interval Training (HIIT) or some other cardio exercise routine
 - Prohibited actions:
 - Any sort of competition where social distancing cannot be maintained throughout.
 - Breaking social distance protocols while sitting in bleachers or waiting for space to open up for shooting basketballs.
- MAC Gym
 - **Masks are not required while physically on cardio equipment.**
 - **Masks are required while performing strength workouts.**
 - No more than the listed number of individuals may utilize the MAC Gym.

- Strength equipment has been moved into the MAC Gym to serve as a secondary strength area until further notice. This will allow us to expand the distance between equipment in the MAC and other fitness zones.
- Mats, resistance bands, fabric covered equipment will not be provided throughout the RWC until further notice. Patrons may bring their own equipment.
 - As these items do become available, they will be required to be checked out from the Welcome Desk using your UHCL or member ID number. Items should be returned when you finished using them and each item will be disinfected before being checked out again.
- MAC Gym will remain closed for soccer, volleyball or other recreational events.
- MAC Gym is also serving as storage for offline equipment throughout the RWC.

Track Capacity and Zone-Specific Information

- **Masks required while walking.**
- **Masks are not required if running or jogging.**
- Patrons moving from one fitness zone to another or walking to exit the track area do not count towards the capacity.
- Inside lane for walking, middle lane for passing, outside lane for jogging.
- Masks are required if walking on the track.
- Masks are NOT required if using the track to run or jog but must be put back on when done running.
- Patrons may not walk in pairs.
- High Intensity Interval Training (HIIT) or some other cardio exercise routine which involves the turf areas or fitness equipment around the track is allowed without a mask **as long as there are no other patrons within the proximity of the area.**
- Mats, resistance bands, fabric covered equipment will not be provided throughout the RWC until further notice. Patrons may bring their own equipment.
 - As these items do become available, they will be required to be checked out from the Welcome Desk using your UHCL or member ID number. Items should be returned when you finished using them and each item will be disinfected before being checked out again.

2nd Floor Fitness Zones Capacity and Zone-Specific Information

- **Masks are not required while physically on cardio equipment.**
- **Masks are required while performing strength workouts.**
- Equipment is spaced according to social distancing guidelines or select pieces will be closed for usage
- All strength, core/ab, and stretching equipment on the second floor has been relocated to the turf areas or MAC Gym.
- Mats, resistance bands, fabric covered equipment will not be provided throughout the RWC until further notice. Patrons may bring their own equipment.
 -
- High Intensity Interval Training (HIIT) or some other cardio exercise routine which involves the turf areas or fitness equipment around the track is allowed without a mask **as long as there are no other patrons within the proximity of the area.**
- Mats, resistance bands, fabric covered equipment will not be provided throughout the RWC until further notice. Patrons may bring their own equipment.
 - As these items do become available, they will be required to be checked out from the Welcome Desk using your UHCL or member ID number. Items should be returned when you finished using them and each item will be disinfected before being checked out again.

Personal Training Suite

- **Masks are not required while physically on cardio equipment.**
- **Masks are required while performing strength workouts.**
- Equipment is spaced according to social distancing guidelines or select pieces will be closed for usage
- Equipment within the personal training suite may not be removed from the space.
- Mats, resistance bands, fabric covered equipment will not be provided throughout the RWC until further notice. Patrons may bring their own equipment.
- High Intensity Interval Training (HIIT) or some other cardio exercise routine which involves the turf areas or fitness equipment around the track is allowed without a mask **as long as there are no other patrons within the proximity of the area.**
- Mats, resistance bands, fabric covered equipment will not be provided throughout the RWC until further notice. Patrons may bring their own equipment.
 - As these items do become available, they will be required to be checked out from the Welcome Desk using your UHCL or member ID number. Items should be returned when you finished using them and each item will be disinfected before being checked out again

Space Restrictions and Closures, Altered or Unavailable Services

UHCL Phased Reopening - Space Restrictions and Closures, Altered or Unavailable Services	
Phase 1	RWC Closed
Phase 2	<p>Spaces or services unavailable for patrons</p> <ul style="list-style-type: none"> • MP 1 and MP 2 for non-programmed activities through the Department of Campus Recreation and Wellness. • Outdoor fitness zone closed. • Personal training suite closed (academic use and departmental staff only). • No showers are available in the locker rooms, only allowed in Family Changing Rooms. <p>Spaces or services available for patrons but with restrictions</p> <ul style="list-style-type: none"> • RWC Lobby – table seating will be minimal in the lobby area. No padded or fabric furniture will be in the space. • Locker rooms for locker rental access and bathroom facilities only. Changing clothes will be allowed. No day-use lockers available in locker rooms. • Locker rentals are available. • Family changing rooms on the first floor are available for use. • Family changing room showers are available. Please notify Welcome Desk staff if you used the showers so we can perform cleaning/disinfecting. • BB Court 1 – singles games only for table tennis, badminton or other game, individuals hitting volleyball, cardio exercises. • BB Court 2 – individual basketball shooting only, individuals hitting volleyballs, cardio exercises, no games or competitions, • Academic study rooms – study rooms are limited to no more than 2 people at any time. • Restrictions on space rental or reservations for UHCL entities, including student organizations. Safety measures will be required for social distancing and other health and safety concerns. <p>Services Altered or Unavailable</p> <ul style="list-style-type: none"> • Reduced hours of Member Services Desk. • No check-out equipment. • No towel service (both workout and shower towel services). • No day-use lockers are available for use throughout the entire facility. • No regular water fountains are not available (bottle fill stations are available). • No rentals or reservations of space are allowed by non-UHCL entities.
Phase 3	<p>Spaces or services unavailable for patrons</p> <ul style="list-style-type: none"> • MP 1 and MP 2 for non-programmed activities through the Department of Campus Recreation and Wellness. • Outdoor fitness zone. • No showers are available in the locker rooms, only allowed in Family Changing Rooms. <p>Spaces or services available for patrons but with restrictions</p> <ul style="list-style-type: none"> • RWC Lobby – table seating will be minimal in the lobby area. No padded or fabric furniture will be in the space.

	<ul style="list-style-type: none"> • Locker rooms for locker rental access and bathroom facilities only. Changing clothes will be allowed. No day-use lockers available in locker rooms. • Limited day-use lockers are available for use throughout the entire facility. • Locker rentals are available. • Family changing room showers are available. Please notify Welcome Desk staff if you used the showers so we can perform cleaning/disinfecting. • BB Court 1 – singles games for table tennis, doubles allowed for badminton, individuals hitting volleyball, cardio exercises. • BB Court 2 – individual basketball shooting only, individuals hitting volleyballs, cardio exercises, no games or competitions. • Academic study rooms – study rooms are limited to no more than 2 people at any time. • Designated day-use lockers are available for use in RWC corridors but not locker rooms but will require cleaning between usage. • Limited rentals or reservations of space are allowed by UHCL entities, including student organizations, with approval from UHCL admin. Safety measures will be required for social distancing and other health and safety concerns. • Limited rentals or reservations of space are allowed by non-UHCL entities with approval from UHCL admin. Safety measures will be required for social distancing and other health and safety concerns. • Check out of non-fabric recreational and fitness equipment will be made available but must be disinfected by Campus Rec staff after each usage. <p>Services altered or unavailable for patrons</p> <ul style="list-style-type: none"> • Reduced hours of Member Services Desk. • Limited day-use lockers are available for use throughout the entire facility. • No towel service (both workout and shower towel services). • Regular water fountains are not available (bottle fill stations are available.)
<p style="text-align: center;">Phase 4</p>	<p>Spaces or services unavailable for patrons</p> <ul style="list-style-type: none"> • MP 2 for non-programmed activities through the Department of Campus Recreation and Wellness <p>Spaces or services available for patrons but with restrictions</p> <ul style="list-style-type: none"> • RWC Lobby – table seating will be minimal in the lobby area. No padded or fabric furniture will be in the space. • Locker rentals are available. • Locker rooms for locker rental access and bathroom facilities. • Some locker room showers will be available but will require cleaning after usage. Please notify Welcome Desk staff if you used the showers so we can perform cleaning/disinfecting. • Family changing room showers are available. Please notify Welcome Desk staff if you used the showers so we can perform cleaning/disinfecting. • Check out of non-fabric recreational and fitness equipment will be made available but must be disinfected after each usage. • BB Court 1 – singles or doubles games for table tennis, badminton or other game, individuals hitting volleyball, cardio exercises • BB Court 2 – individual basketball shooting only, individuals hitting volleyballs, cardio exercises, no games or competitions,

	<ul style="list-style-type: none"> • Academic study rooms – study rooms are limited to no more than 2 people at any time. • Personal training suite with space limitations. • MP 1 with space limitations. • Designated day-use lockers will be available in RWC corridors and locker rooms but will require cleaning between usage. • Towel service (both workout and shower towel services) will be available. • Expanded rentals or reservations of space are allowed by UHCL entities, including student organizations, with approval from UHCL admin. Safety measures will be required for social distancing and other health and safety concerns. • Limited rentals or reservations of space are allowed by non-UHCL entities with approval from UHCL admin. Safety measures will be required for social distancing and other health and safety concerns. <p>Services altered or unavailable for patrons</p> <ul style="list-style-type: none"> • Reduced hours of Member Services Desk • Limited day-use lockers are available for use throughout the entire facility. • Regular water fountains are not available (bottle fill stations are available.)
<p style="text-align: center;">Phase 5</p>	<p>Normal operating of most spaces and services.</p> <ul style="list-style-type: none"> • Specifics modifications or adjustments will be provided through email, social media, and departmental website. • Health and safety measures may be required for normal patron usage, any events or programming. • Rentals and reservations may have additional requirement or restrictions for health and safety measures.

Programming and Event/Activity Restrictions

UHCL Phased Reopening for Programming and Event/Activities	
<p style="text-align: center;">Phase 1</p>	<p>RWC Closed</p>
<p style="text-align: center;">Phase 2</p>	<ul style="list-style-type: none"> • Group Fitness: Both virtual and limited in-person class options available. • Personal Training: Both virtual and limited in-person training session options available. • Wellness: virtual only. • Intramural Sports: virtual only. • Sport Clubs: No club functions, events, or practices allowed. • Reservations/Rentals: <ul style="list-style-type: none"> ○ UHCL entities: minimal opportunities, limitations based on space and CDC/State of Texas guidelines, must be approved by Emergency Management, health and safety measurements in place. ○ Non-UHCL entities: not allowed. • Special Events: must be approved by Emergency Management, health and safety measurements in place.

<p>Phase 3</p>	<ul style="list-style-type: none"> • Group Fitness: Both virtual and limited in-person class options available. • Personal Training: Both virtual and limited in-person training session options available. • Wellness: Both virtual and limited in-person options available. • Intramural Sports: Both virtual and limited in-person options available, no team sports where social distancing cannot be maintained or has high probability of physical contact. • Sport Clubs: Practices allowed with health and safety measurements in place. • Reservations/Rentals: <ul style="list-style-type: none"> ○ UHCL entities: expanded opportunities, limitations based on space and CDC/State of Texas guidelines, must be approved by Emergency Management, health and safety measurements in place. ○ Non-UHCL entities: Restricted to facility closure times only, limitations based on space and CDC/State of Texas guidelines, must be approved by Emergency Management, health and safety measurements in place. • Special Events: Expanded opportunities, limitations based on space and CDC/State of Texas guidelines, must be approved by Emergency Management, health and safety measurements in place.
<p>Phase 4</p>	<ul style="list-style-type: none"> • Group Fitness: Both virtual and expanded in-person class options available. • Personal Training: Both virtual and limited in-person training session options available. • Wellness: Both virtual and limited in-person options available. • Intramural Sports: Both virtual and limited in-person options available, no team sports where social distancing cannot be maintained or has high probability of physical contact. • Sport Clubs: Practices allowed with health and safety measurements in place. • Reservations/Rentals: <ul style="list-style-type: none"> ○ UHCL entities: expanded opportunities, must be approved by Emergency Management, health and safety measurements in place. ○ Non-UHCL entities: Restricted to facility closure times only, must be approved by Emergency Management, health and safety measurements in place. • Special Events: Expanded opportunities, limitations based on space and CDC/State of Texas guidelines, must be approved by Emergency Management, health and safety measurements in place.
<p>Phase 5</p>	<p>All programming should return to normal operations.</p>

General Health and Safety Measures

Patron Personal Protective Equipment Recommendations and Requirements

- The following section outlines the requirements and recommendations for patrons in regards to personal protective equipment.
- Failure to follow required patron personal protective equipment will result in your inability to utilize the RWC or your removal from the RWC for non-compliance.
- UHCL requirement for wearing a mask is not optional and is not subject to interpretation.

UHCL Phased Reopening – Patron Personal Protective Equipment	
Phase 1	RWC Closed
Phase 2-4	<ul style="list-style-type: none"> • Required - Masks <ul style="list-style-type: none"> ○ Masks or face covering at all times from the time you enter the facility until you exit the facility. ○ The mask must cover both mouth and nose. This includes lobby space and academic wings of the RWC. ○ Refer to CDC for reasons to wear a mask. ○ <i>Exceptions:</i> <ul style="list-style-type: none"> ▪ While physically on cardio equipment. ▪ While physically running/jogging on the track. ▪ While performing high intensity interval training (HIIT) or similar physical activity. • Recommended <ul style="list-style-type: none"> ○ Mask at all times. ○ Gloves that cover the hand from fingertip to wrist. ○ Wash hands frequently using hand sanitizer or warm water/soap. ○ Workout towel or large towel to place on equipment when in use. ○ Minimize touching your face while working out.
Phase 5	<ul style="list-style-type: none"> • Follow any posted signage or requirements. • Updates will be communicated through email, social media, and departmental website.

Health and Safety Protocols

- Staff training and development
 - All Campus Recreation staff will complete all UHCL required trainings prior to returning to work on campus.
 - The Department will conduct multiple trainings related to cleaning/disinfecting equipment, minimizing physical contact with patrons, risk management, communication, customer service, and wellness education.
- PPE requirements for staff
 - All Campus Rec staff members are required to follow UHCL guidelines for working on campus.
 - All Campus Rec staff members are required to wear a mask at all times while on shift.

- [PPE requirements and guidelines for patrons](#)
 - Please refer to the chart outlining [Patron Personal Protective Equipment](#).
 - It is encouraged that patrons minimize physical contact with surfaces or items that are frequently touched by other patrons without wiping them off first.
 - Masks will be required for the foreseeable future throughout the facility with limited exceptions. Failure to follow mask requirements will result in your inability to utilize the RWC for physical activity, workouts, and classes.
- Personal hygiene recommendations
 - All staff and patrons are highly encouraged to follow CDC and UHCL recommendations for personal hygiene.
 - Hand sanitizer is located throughout the facility.
 - Minimize any contact with your face while working out.
 - Wash your hands frequently or use hand sanitizer.
 - Wipe down all equipment, handles, grips, bars, and other surfaces before and after use.
 - It is recommended that patrons bring their own workout towel or large towel to cover equipment while in use. Towels will not be provided by the RWC until further notice.
- Fitness Equipment Not Available Until Further Notice
 - No towel service will be available for workout towels or shower towels until further notice. It is recommended that patrons bring their own workout towels or a large towel to drape over equipment while in use.
 - **Limited** fitness or sports equipment will be checked out for usage until further notice. Patrons will be encouraged to bring their own equipment. To the extent that a patron brings their own equipment to the facility, the patron should disinfect the equipment before and after use.
 - Yoga mats, resistance bands, medicine balls, and other fitness equipment that is normally available throughout the facility will not be available for use nor will it be checked out.
 - When items do become available for use, they will be checked out from the Welcome Desk using your UHCL or member ID number. Items should be returned after use and staff will disinfect all items before making it available again to another patron.
 - Patrons can bring their own equipment for use, but it is recommended that they disinfect the items before and after use.

Social Distancing Measures

- Shared responsibility
 - Patrons will be asked to maintain, to the best of their ability, social distancing guidelines recommended by the CDC, State of Texas, and UHCL. This means keeping six feet between themselves and other patrons.
 - When moving throughout the RWC, your awareness of other patrons and willingness to alter your workout plans or find alternative locations for some activities will be necessary.
- Equipment layout changes and equipment/space closure
 - RWC staff has changed the layout of current fitness equipment to meet social distancing guidelines and make more equipment available. However, multiple pieces of equipment will be closed during all operational hours to assist in maintaining social distancing guidelines. If equipment is marked as “offline,” is taped for closure, or has been moved to a location off the main fitness floors, please do not use that equipment.
 - Patrons should not be on adjacent pieces of equipment at the same time if possible.

- Patrons should maintain social distancing while using the track. Patrons may not walk, jog or run side by side.
- Please be aware of and mindful of other patrons when conducting your workout. Be courteous and be willing to adjust your workout as needed.

RWC Access for Spring 2021 and Non-Student Membership Information

UHCL Student Access for Enrolled and Not Enrolled Students

Annual Indemnification and Waiver of Liability

- All students and returning members will be required to complete the annual indemnification and Waiver of Liability prior to or on their first visit to the RWC. The updated Indemnification and Waiver of Liability will be available beginning August 24, 2020. It is valid until September 1, 2021.
- These documents are able to be completed through your personal profile on rwconnect.uhcl.edu prior to your first visit through any computer or on your smartphone or in-person at the welcome desk. If done in-person, it may take an addition 2-5 minutes to complete the process.

Enrolled Student Access

- The Recreation and Wellness Center dedicated fee provides access to use the RWC for open recreation, special events, and other free programming opportunities.
- All enrolled students, regardless of which format of classes a student has decided to take will have access to the RWC during the semester during the times listed in our hours of operation for All Active Members.

Dedicated Recreation and Wellness fee

- The semester dedicated fee will be charged unless otherwise decided by UHCL administration.
- Any refunds or partial reimbursements of dedicated fees will be decided by UHCL Administration, not the Department of Campus Recreation and Wellness.
- The dedicated fee does not cover for fee programs such as personal training or the ProClub group fitness pass. Those fees are available on our website and can be purchased in-person at our Member Services desk or through rwconnect.uhcl.edu.
 - Note: all group fitness classes will be free for all UHCL students and RWC members. Limited in-person classes and virtual streaming options are available and patrons can register for either through rwconnect.uhcl.edu.

Non-Student Memberships

Parking at UHCL

- **EFFECTIVE FALL 2020:** [UHCL Parking Services](#) has created a new Campus Recreation and Wellness Non-Student Member parking pass for the same cost as UHCL students. This pass is available for purchase on a semester or annual basis and is NOT part of a membership to the RWC.
- A parking kiosk is located directly across from the east entrance of the RWC for hourly or daily parking passes.
- Parking violations will be enforced if you do not have a current, valid parking pass displayed properly in your vehicle, park illegally or in an area you are not allowed to park.
- Campus Recreation is not responsible for any parking fines a patron may accrue due to violations of parking guidelines.

Current active non-student members:

- Will have access to the RWC during all designated operating hours based on the [Hours of Operation](#) which are determined by the phase of reopening.
- The new non-student membership rate of \$25/month will go into effect starting September 1, 2020 (EXCLUDES [HHPI MEMBERSHIPS](#)).
 - This rate will not be altered from August 1, 2020 through September 1, 2021.
- No cancellation fees will be charged if you choose to cancel your membership through May 31, 2021.
 - Any requested [cancellations](#) should be submitted through the online form available in the [Member Services](#) section on the departmental website.
- Email communications will be sent with additional information related to new rates and cancellation process.

Potential new members

- To simplify non-student memberships and due to the financial impact of COVID-19, we have lowered all non-student memberships to be \$25/month.
- Day passes can be purchased by any individual for \$5/day to access the facility. That pass is valid for the calendar day it is purchased on. No refunds are provided for day pass purchases.
- Limited free preview access will be provided until further notice.
- Individuals who are interested in becoming members of the Recreation and Wellness Center will be able to purchase full membership during all operational hours of the facility. New memberships can be purchased [in-person](#) during operational hours or online at rwconnect.uhcl.edu.

HHPI members, patrons 55 years or older and Active UHCL employee members:

- Will not have any dedicated hours for HHPI, patrons 55 years or older or active UHCL employee members.

Suspension of monthly membership fees

- In the event the RWC should close again during the fall semester, monthly memberships will be suspended if it is prior to the 15th of the month.
- Should the closure occur after the 15th of a month, email communications will be sent out to all non-student patrons with information related to the process for refunds, extension of membership, or cancellations. We ask that patrons respond directly to the email communications with required information.

Minors Age 17 years and under

- 16 and 17 year olds:
 - May not access the RWC without a paid membership or day pass.
 - May purchase a full membership and will have access to all RWC spaces.
 - The parent or legal guardian must be present to purchase a membership or day pass.
 - The parent or legal guardian must be present in the RWC at all times and parent or legal guardian does not have to be a member but must remain in the facility at all times.
- 5 to 15 years old:
 - Will not be allowed to access the RWC until further notice.
 - No new minor dependent memberships will be sold.
 - Any current active dependent memberships will continue to be suspended and not charged until we allow minor access to the RWC.
- Infant to 4 years old:
 - May be accompanied by their parent or legal guardian while in the facility during operational hours during the summer sessions (June 1 through August 23, 2020).

- Are able to be accompany a parent or legal guardian during all operations hours but are restricted to the track or a court space. The child must be in a stroller or within arm's reach of a parent. The child may not be in any fitness zone area or waiting near a fitness zone while the parent or legal guardian is working out.
- May not be held or carried by the parent or legal guardian while using fitness equipment.

Guest passes

- Will not be allowed until further notice.
- New memberships are available to be online at [rwconnect](#) and in-person during operational hours.

Day Passes (\$5)

- Will be sold to non-members and are valid for the calendar date of the purchase.
- Day passes for minors age 16 and 17 can only be purchased by a parent or legal guardian and that parent or legal guardian must be present in the RWC at all times with the minor.
- Day passes cannot be purchased for minors ages 5-15.

Trial Memberships

- Will limited until further notice.
- New memberships are available to be online at [rwconnect](#) and in-person during operational hours.

Free Preview Access Periods

- All free access will be limited until further notice.

RWC Cleaning and Disinfecting Protocols

Cleaning Protocols and Expectations...A Shared Responsibility

- Maintaining the cleanliness of the RWC is a responsibility of not only the RWC staff and UHCL custodial services, but also rests on our patrons taking an active role.
- While our staff will do everything possible to clean and disinfect equipment and supplies, patrons should always take responsibility and pick up after themselves, ensure they keep personal items with them at all times, and clean equipment before and after use.
- All patrons should assume that equipment was not wiped down properly from a previous user and minimize contact with as many items or surfaces as possible.

Expectations of all patrons

- All patrons are highly encouraged to use the provided gym wipes to clean and disinfect equipment both before and immediately after use. Gym wipes are provided throughout the facility.
- If there is a situation that a gym wipe stand is empty, please notify our staff immediately. If you witness other patrons not taking care of their responsibility, please notify our staff to handle the situation.

Expectations of All RWC staff

- RWC staff will perform cleaning and sanitizing protocols during all operational hours. This includes the use of different cleaning solutions. Our staff expectations are to clean equipment as needed, perform disinfecting protocols throughout the day at the discretion of the RWC Operations Manager and Admin, and ensure that patrons have the supplies they need.
- We do not expect our staff to clean non-stop or to clean every piece of equipment that a patron touches during their visit.
- RWC staff will also be cleaning frequently touched surfaces on a regular basis, such as door handles, rails, restroom facilities.
- Closure of spaces for cleaning and disinfecting equipment

- UHCL and the RWC will perform disinfecting tasks throughout the day during all operational hours. This includes the closure of specific spaces on a rotating schedule to perform deep cleans of equipment and spaces.
- Space closures for disinfecting purposes is dependent on overall facility usage and will vary from day to day. If an area is marked as closed, please adjust your workout accordingly.
- A space closure should not last more than 15-20 minutes. The solutions used to disinfect equipment take at least 10 minutes to work effectively, so closure of spaces while solutions are applied is necessary.

UHCL Custodial Staff

- Custodial staff will perform regular custodial duties throughout the day of all public spaces within the RWC and apply a disinfecting mist cleaning on a nightly basis. This same disinfecting mist solution could be used during the day during an extended closure period.

Gym Wipes

- Gym wipe stands are located throughout all fitness spaces, including railing mounted units on turf space areas along the track.
- Gym wipe should be used by patrons both before and after use of equipment.
- The provided gym wipes are effective in cleaning items, but unless the solution is left on the surface for 5-10 minutes, it is not performing disinfecting functions effectively.
- Gym wipes can be thrown away in any trash receptacle throughout the facility.

Cleaning solutions and usage

- **Simple Green**
- **Bleach**
- **Fabuloso**

Disinfecting Solutions

- **Oxivir**
- **Bleach**
- **Terminator**
- Disinfecting equipment and areas will occur as needed using the rotational cleaning schedule set by departmental admin. Due to inconsistent usage, following a pre-determined disinfecting schedule could result in poor management of cleaning supplies. Staff should attempt to disinfect with the least impact on users and choose items when needed, not just because a schedule was set. Leadership team members and Operations Managers can help direct fitness assistants on when to disinfect an area.
- If an area or equipment is closed, caution tape or some other visible barrier should be used to close down the space so patrons know it is closed.
- **THESE SOLUTIONS WILL NOT BE USED UNLESS RWC STAFF IS CLOSING DOWN THE SPACE FOR AT LEAST 10-15 MINUTES. We will use of yellow caution tape or some other visible barrier designate the area being disinfected. If the solution does not sit on the surface for a specific amount of time, it is not as effective.**

Risk Management and Emergency Action Plan

American Red Cross Certifications

- All RWC staff are certified with American Red Cross First Aid/CPR/AED certification.

PPE usage for UHCL and RWC staff

- Masks
 - Staff will be provided disposable masks for all shifts or can choose to wear their own personal face covering.
 - Staff are required to wear masks while on shift and in an activity area or interacting with patrons.
- Gloves
 - Gloves will **not be required** to be worn staff members at all times. They will wear gloves when cleaning and when engaging with patrons of in emergency situations.
 - Change gloves as frequently as needed but always change gloves after cleaning an area.

PPE usage for patrons

- Patrons should follow the guidelines provided in the previous section regarding [required and recommended PPE usage](#). Required PPE usage is not optional and a patron's decision to not follow the requirement could result in their removal from the RWC.
- Because we are performing a wellness check when patrons enter the facility, we do not have to perform the same wellness check questions or temperature check if we are responding to an emergency.

Minimizing Physical Contact

- Maintain social distancing guidelines unless the situation requires staff to be within six feet or make contact with the patron.
- Conscious patrons should be handed items for their injury if they are able to perform the actions needed to apply bandages, apply pressure, perform a physical check for any unseen injuries, or any other actions that they can perform with instruction from the first responder.
- Should a patron need assistance getting up from the ground, being supported while walking, or any other action to move to another location, RWC staff will offer departmental wheelchair to minimize contact. As soon as possible, wash hands thoroughly or use hand sanitizer.
- Provide hand sanitizer to victim if possible.

Conscious victims

- Maintain social distancing unless the situation requires staff to be within 6' or make contact with the patron.
- Offer disposable mask to the patron if RWC staff must be closer than 6' to them while responding.
- Offer medical gloves to the patron if they are bleeding and can apply gauze/pressure/band-aids on their own without RWC staff having to physically assist them.
- Any used or soiled items need to be placed in a biohazard bag and disposed of in the biohazard bin in the laundry room.

CPR – Hands Only

- Campus Recreation staff will perform [American Red Cross Hands Only CPR](#) if CPR is required in an emergency situation.
- Cleaning and disinfecting an area after a response has been completed.
 - Follow normal protocols for cleaning and disinfecting an area after an emergency has ended.

- Contact UHCL Custodial support if needed or use the supplies provided for the cleaning and disinfecting
- Dispose of any used or soiled items in a biohazard bag and place in the biohazard bin.

Possible Exposure Closure, Communication, and Cleaning/Disinfecting Plan

- Any student patron, student staff member, or employee of UHCL should report any possible exposure or signs and symptoms using the UHCL forms from the [Health Alert page](#).
- Non-UHCL affiliated members, guests, or visitors who may have been exposed should follow [CDC Guidelines for self-quarantine](#).
- Campus Recreation and Wellness will follow all UHCL protocols for closure, cleaning, disinfecting, and testing in the event of a possible risk exposure.
 - The decision to close and when to reopen will be made by UHCL Administration.
 - Cleaning and disinfecting will be conducted by FMC.
 - Communications will be managed by UHCL Marketing and Communications.
 - Possible staff exposure will be managed by Human Resources and/of UHCL Health Clinic.
- CDC guidelines for cleaning and disinfecting facility if there is a possible exposure:
 - **Close off areas** used by the person who is sick.
 - RWC may not necessarily need to close operations, if we can close off affected areas.
 - **Open outside doors and windows** to increase air circulation in the area.
 - **Wait 24 hours** before you clean or disinfect. If 24 hours is not feasible, wait as long as possible.
 - Clean and disinfect **all areas used by the person who is sick**, such as offices, bathrooms, common areas, shared electronic equipment like tablets, touch screens, keyboards, remote controls, and any other possible items.
 - Vacuum the space if needed. Use vacuum equipped with high-efficiency particular air (HEPA) filter, if available.
 - Do not vacuum a room or space that has patrons present. Wait until the room or space is empty to vacuum.
 - Consider temporarily turning off room fans and the central HVAC system that services the room or space, so that particles that escape from vacuuming will not circulate throughout the facility.
 - Once the area has been **appropriately disinfected, it can be opened for use**.
 - **Workers without close contact** with the person who is sick can return to work immediately after disinfection.
 - If **more than 7 days** since the person who is sick visited or used the facility, additional cleaning and disinfection is not necessary.
 - Continue routine cleaning and disinfection. This includes everyday practices that businesses and communities normally use to maintain a healthy environment.

RWC Reopening Frequently Asked Questions

FAQ – General Access to RWC

Do I have to make a reservation to show up?

- Effective Monday, February 8, 2021, reservations will no longer be required until further notice.

Is there a time limit for how long I can be in the facility?

- Yes, we will enforce a one-hour time limit for members if a queue line is present.
- **We do not expect to enforce this policy very often.**
- If a queue line is present, we will notify patrons who have been in the facility the longest and make an announcement giving them five minutes to finish their workout and exit the facility.

What do I need to bring with me to the RWC?

- Your UHCL ID or member ID card or know your ID number to provide to our staff.
- Water bottle. Water fountains are closed but bottle fill stations are available.
- Workout towel or large towel to cover equipment. RWC will not provide workout or shower towels until further notice.
- Day-use locker usage is limited until further notice, so do not bring large bags or lots of loose items...if it doesn't fit in your pocket or in a drink holder, leave it at home or in your vehicle.
- Locker rentals are available and can be purchased in-person at our Member Services desk. All rental lockers will be located in the men's or women's locker rooms.
- We will allow small bags to be carried with patrons throughout the facility but it must be placed in an area where it will not impede traffic or create a possible tripping hazard.
- We recommend that patrons leave all non-essential personal items at your residence or your vehicle.
- Campus Recreation and Wellness is not responsible for storage of personal items while patrons work out.

What if I used my one-hour reservation to workout and I want to go longer but had to leave because of the facility being at capacity. Can I make a second reservation for that day?

- No, due to the limited capacity and reduced hours, we want to ensure we can serve as many members as possible.
- Only one reservation can be accepted per member, per day.
- **We do not expect to enforce this policy very often.**
- If you chose to do so, you could get in line for stand-by access and if the capacity allows for you to remain in the RWC or be re-admitted, you could potentially get additional time.

FAQ – UHCL Student Access

I am enrolled in only online classes for the Spring semester. Do I have access to the RWC?

- Yes, you have access to the RWC for the Spring 2021 semester.

I am not enrolled in any classes for the Spring 2021 semester. Do I have access the RWC?

- Not unless you purchase a [continuing student membership](#).
- Membership sales begin when the RWC reopens during operational hours or online at [rwconnect](#).

What if I can only make the hours that the facility is open for HHPI, patrons 55 years or older and UHCL employee members? Can I come during their exclusive time?

- Dedicated hours were removed effective September 8, 2020.
- As we move into different phases of reopening, we hope to expand hours of operation for all members, but the timetable for moving to new phases is fluid and we cannot guarantee when we will expand hours.

FAQ – Personal Items and Lost and Found

Can I bring a bag into the facility?

- Check the section for [space and services](#) about when locker rentals will be available if you are interested in renting a locker in the RWC. When we initially reopen, we will not have any lockers available for use by patrons.
- Campus Recreation and Wellness is not responsible for storage of personal items while patrons work out. Our staff cannot keep items for patrons.
- We will allow small bags to be carried with patrons throughout the facility but it must be placed in an area where it will not impede traffic or create a possible tripping hazard.
- We recommend that patrons leave all non-essential personal items at your residence or your vehicle.
- Campus Recreation and Wellness is not responsible for storage of personal items while patrons work out.
- Large bags or items cannot be left on the floor in any space. Any bag or item that creates a possible tripping hazard will not be allowed.
- Day-use locker usage is limited until further notice, so do not bring large bags or lots of loose items...if it doesn't fit in your pocket or in a drink holder, leave it at home or in your vehicle.
- Locker rentals are available and can be purchased in-person at our Member Services desk. All rental lockers will be located in the men's or women's locker rooms.

What if I leave something at the RWC? Will I be able to get it from lost and found?

- Any lost and found **valuable items** such as electronics or valuables will be kept in the RWC for 24 hours and then taken to UHCL Police for storage and pick-up.
- Any **non-valuable items** such as water bottles, towels, apparel, or other similar items will be discarded at the end of the business day. We will not store non-valuables due to sanitation and storage issues.

FAQ – Patron Health and Safety Measures

Do I have to wear a mask while working out?

- Please review the chart outlining [patron personal protective equipment](#) for when and what items will be required and recommended during our phased reopening.
- There are no exceptions for general mask usage.
- There are specific exceptions depending on your activity (on cardio equipment, running on the track, HIIT workouts) but masks must be worn for all other activities.
 - If you are conducting a HIIT format workout in an area in close proximity to other patrons, you will be required to wear a mask or move to a more isolated area.
- Disposable masks can be provided at the Welcome Desk but this is not a guarantee depending on our stock. Patrons should plan on bringing and wearing their own masks.
- RWC staff will always be wearing masks while working.

What if masks are required but I don't want to wear one?

- It is each individual's choice to wear a mask for their own personal protection. However, your choice to not wear a mask when and/or where they are required will also be a choice to not participate or utilize the Recreation and Wellness Center or any programs or events.
- The RWC staff will provide friendly reminders and communicate as effectively as possible, but if this is a repeated issue with individual patrons, you could be asked to leave the facility.
- When and where masks are required is not up for individual interpretation or discussion.

What if I have a documented medical condition and cannot wear a mask?

- If you are at high risk of being infected, you should remain as isolated as possible. Even with our high standards of cleaning and disinfecting, the Recreation and Wellness Center is not the ideal location for those individuals at higher risk.
- Students should contact the Accessibility Service Office for any ADA accommodations. The Department will not make accommodations without expresses written instruction from the Accessibility Services Office.
- UHCL employee members should contact Human Resources for any ADA accommodations. The Department will not make accommodations without expresses written instruction from Human Resources
- Non-UHCL affiliated members should contact the Director, Brian Mills, by phone at 281-283-2332 or email millsb@uhcl.edu to schedule a meeting to discuss. The need for an accommodation will be reviewed by the Environmental Health and Safety Office and decisions are made on a case by case basis.
- Any accommodations will be provided to Campus Recreation and Wellness from the approving entity listed above.
- If a face shield accommodation is allowed, face shields must be worn properly and all requirements and restrictions related to masks apply.

What if I show up without a mask?

- Patrons should plan on bringing and wearing their own masks.
- Disposable masks can be provided at the Welcome Desk but this is not a guarantee depending on our stock.
- If we do not have disposable masks to provide, you will have to find your own.

Who is responsible for cleaning equipment?

- Everyone is responsible for cleaning equipment, including RWC members.
- Please reference the section about [cleaning and disinfecting protocols](#) for more info.
- Members should wipe down equipment with the provided gym wipes before and after use. It is recommended members bring their own workout towel or a large towel to cover equipment while in use.
- RWC staff will maintain their regular cleaning duties throughout the day and we will be closing down specific areas to disinfect equipment as well. When an area is closed for disinfecting purposes, we will use yellow caution tape and spray everything with Oxivir or bleach solution and allow it to sit for around 10 minutes before wiping it down and reopening the space.
- UHCL custodial staff will perform cleaning duties after close on a nightly basis and use disinfecting misting machines to clean and disinfect equipment and machines.

What cleaning solutions are being used to clean and disinfect equipment and areas?

- The RWC staff will continue to use multiple solutions depending on the space or equipment.
- For cleaning purposes, diluted Simple Green or Simple Green Pro, Fabuloso, or bleach are used for general cleaning purposes on surfaces, door handles, hand rails, padding, etc.
- For disinfecting purposes, we will use diluted Oxivir, which will be applied to fitness equipment surfaces when we close off spaces or equipment. The solution needs around 10 minutes to work effectively so we will use yellow caution tape to visibly close an area while this is occurring.
- Gym wipes are provided throughout the facility and are rated to kill germs and viruses.
- Custodial staff will use a disinfecting misting agent on a nightly basis after close, which is a one stop disinfectant germicidal detergent.

Do we have to follow social distancing guidelines while working out?

- Yes, specific space capacities will be listed in each area and RWC staff will enforce those at all times.
- Please references the chart outlining [space specific details](#) or the section outlining [court specific activities](#).
- Equipment has been re-arranged to provide the social distancing recommendations throughout the facility and where we can't move equipment, alternating pieces will be taken offline or closed off from usage.
- While moving throughout the facility, please be aware of those around you and do your best to maintain social distancing as much as possible.
- Partner workouts are allowed following the guidelines stated in the section with [space specific](#) information.
- Any spotting assistance on lifts should be requested from RWC staff only.
- While using the track, no side by side walking, jogging or running will be allowed.

How should I address another member who isn't following social distancing guidelines, not following requirements for patron PPE or not wiping down their equipment after use?

- Please bring any concerns or issues related to other members to our RWC staff. Allow our staff the opportunity to address the concern or issue before you do anything.
- Please do not try to enforce policies as a patron.

FAQ – Wellness Checks

Do I have to do anything new to get into the RWC?

- Yes. we are requiring patrons to make [reservations](#) by calling the Welcome Desk at 281-283-2330 for the current day or the next business day.
- When you arrive for your workout, you will have to pass a [wellness check](#) in the lobby before accessing the RWC. You will be asked four yes/no questions and then have your temperature taken with an infrared, contactless thermometer. If your temperature reads 100.00 or higher, you will not be allowed to enter the RWC and must self-quarantine for 72 hours.
- You may have to wait in a queue line for access after your wellness check if the facility is at capacity. That queue line will be in the lobby of the RWC, but if we are at capacity in the lobby you may have to wait outside or in your vehicle.

What if I don't want to have my temperature taken at the Wellness Check?

- Wellness checks are required by UHCL administration and, therefore, you would be choosing not to utilize the RWC for that day.
- The wellness check is **five** yes/no questions and a temperature check with an infrared, contactless thermometer.
- Wellness checks will be required every time you use the facility, so expect to do it every time you attend the RWC and plan accordingly.
- Personal health information is not being recorded nor will it be shared with any other individual.
- If your temperature is above 100.00, your name will be provided to the UHCL Health Clinic for possible follow-up by Health Clinic staff or you will be referred to contacting them for additional information.

FAQ – Non-Student Memberships

Can I bring a friend with me who is not a member?

- Yes and no.
- We will provide free access for non-members during the Free Preview Access Period for the Spring 2021 semester, January 18 through January 30, 2021.
- Due to reduced hours and capacity limitations, our priority is to provide space for the UHCL students and our active members.
- [Guest passes, free trial memberships, and free preview access](#) events are all suspended until further notice.
- Membership sales will be available upon reopening of the facility with new rates available for all non-student members.
- Day passes will be sold for \$5/day during operational hours for non-member access.

What if I am a non-student member and want to cancel my membership?

- Before you decide to cancel, please know that new membership rates of \$25/month will begin September 1, 2020 for all non-student memberships (excludes HHPI memberships).
- In the event that the RWC must close again, non-student patrons will have the option to extend their membership for a longer period of time. Member Services staff will be in contact with all non-student members to discuss options and arrangements.
- If you would still like to cancel, complete the online form located on our Member Services page, second to last tab from the bottom.
 - <https://www.uhcl.edu/student-affairs/health-wellness/campus-recreation/member-services>
- No cancellation fees will be charged from June 1 through May 31, 2021.

Can [minors](#) come into the facility?

- Please reference the section about [non-student membership](#) outlining minor access to the RWC for the coming weeks/months.
- 16-17 years old – yes, but only if they have an active membership and a parent or legal guardian must be in the facility at all times.
- 5-15 years old – no, not at this time.
- Infant to 4 years old – yes, but must be in a stroller or within arm's reach at all times and can only be on court space or track. Cannot be in any fitness zone or on any fitness equipment.

FAQ – Dedicated Student Fee

I am enrolled in only online classes. Do I get a refund or reimbursement for my dedicated student fee?

- No.
- The dedicated student fee is a required fee of the university.
- Any decisions regarding refunds or reimbursements, partial fees, or outright waiving of the fee is a decision made by UHCL administration.

I don't live near campus and am taking only online classes. Do I get my dedicated fee waived, reduced, or reimbursed?

- No.
- The dedicated student fee is a required fee of the university.
- Any decisions regarding refunds or reimbursements, partial fees, or outright waiving of the fee is a decision made by UHCL administration.

If the RWC closes down, do we get refunds or reimbursements for our dedicated student fee?

- Any decisions regarding refunds or reimbursements, partial fees, or outright waiving of the fee is a decision made by UHCL administration.

FAQ – Space Specific Questions

Can we take showers or use locker rooms?

- Please reference the chart outlining [space restrictions, closures or adjustments](#).
- Currently, only the Family Changing Rooms are available for showers and patrons must bring their own towels.
- Shower towel service is not available until further notice.
- If you currently have a locker rental, your items will be left alone and additional information will be sent to you about cleanouts and/or renewals. Member Services will be in touch with all current renters about options for cancelling rental, extending rental, or shipping items if you are no longer in the Houston area.

I rented a locker before the closure. Do I get a refund for that charge?

- With the closure, you are entitled to either a full or partial refund or you can choose to extend your locker rental for use after we reopen.
- Email communications will be sent to all patrons who have rented lockers outlining information regarding refunds or extensions.
- Member Services will be in touch with all current renters about options for cancelling rental, extending rental, or shipping items if you are no longer in the Houston area.

Can we play team sports like basketball, soccer or volleyball?

- Please reference the chart outlining [space specific details](#) or the section outlining [court specific activities](#).
- Team sports or activities that cannot maintain social distancing guidelines will not be allowed until further notice.
- Basketball hoops will be down on Court 2 and available for shoot around with a limit of 3 patrons per hoop but no games can be played besides HORSE.

- Volleyballs can be hit by individuals but no net or dedicated space will be assigned for VB specific related activities. The nets will NOT be lowered for volleyball activities. Hitting only is allowed.
- Basketballs, volleyballs are available for check out from the Welcome Desk using your UHCL or member ID number.
- Soccer will not be allowed on either hardwood court and the MAC gym will be closed until further notice.

Can we play individual sports like badminton, table tennis, or pickleball?

- Yes.
- Equipment for these activities is available for check out from the Welcome Desk using your UHCL or member ID number.
- Please reference the chart outlining [space specific details](#) or the section outlining [court specific activities](#).

Are the Delta Tennis Courts, Delta Basketball Courts open for use?

- Yes, the tennis courts are available to use, but remain locked for safety reasons.
- If you want to use the Tennis Courts or the outdoor basketball courts, you can call UHCL PD at 281-283-2222 and ask that an officer come and unlock them. You will need to provide proof of UHCL affiliation for the tennis courts to be unlocked by the UHCL police.

I have a group that wants to reserve space for an event. Can we make reservations for facility space?

- Depends on what type of group it is and which phase of reopening we are in.
- Please reference the section about [programming, activity, and event for specific about reservations and rentals](#).
- Any events that are sports related or cannot conform to social distancing guidelines will not be accepted until further notice.

Is the punching bag going to be available?

- No, we will be removing the punching bag until further notice to utilize that space for strength equipment.

Will the outdoor fitness zone be available?

- No, due to the inability to maintain adequate supervision of the space coupled with the increasing temperature outside and safety protocols in place for heat index, we will keep the outdoor fitness zone closed until further notice.

FAQ – Programs and Services

Can I check out recreational or fitness items from the equipment check out desk?

- Limited recreational and fitness equipment will be checked out from the Welcome Desk.
- All items that are available must be checked out using your UHCL or member ID number. When you are done with the use of the items, return it to the Welcome Desk. Our staff will disinfect the item before making it available to another patron.
- Patrons can bring their own equipment and use it for recreational or fitness needs. Patrons will need to disinfect their own equipment before and after use.

Will Intramural Sports be playing sports?

- We will be hosting some very small events which can be done with social distancing and other health and safety measures.
- There are guidelines from the State of Texas regarding sports, but we will be conservative with any team sport opportunities.
- Visit www.imleagues.com and create your account to join intramural sports events and activities.
- Contact campusrecreation@uhcl.edu to get more information or to get in touch with our Rec Sports staff.

Will Sport Clubs be active?

- It depends on the club.
- Clubs will be creating risk management plans along with guidelines for health and safety measures before beginning any meetings, practices, or events.
- Contact campusrecreation@uhcl.edu to get more information or to get in touch with our Rec Sports staff.

Will group fitness be hosting classes in the spring?

- All group fitness classes are FREE and no additional pass or charge will be needed to access 100% of the classes on the schedule.
- The schedule for group fitness classes will be posted prior to the start of classes for the spring semester.
- All classes can be found online at [RWConnect](#) and once you register, you will get the streaming link.
- Limited in-person participation for group fitness classes. Class schedules are available on [RWConnect](#) and you can register for in-person or virtual classes.
- Contact campusrecreation@uhcl.edu to get more information or to get in touch with our fitness staff.

Can I purchase personal training packages?

- Yes. Visit [RWConnect](#) to sign-up for training services.
- Personal training will have options for completely virtual sessions, hybrid sessions of both virtual and in-person, and completely in-person. The decision for in-person sessions is completely up to the patron.
- There is no time limit on the use of personal training sessions.
- Any previously purchased sessions can still be conducted.
- Contact campusrecreation@uhcl.edu to get more information or to get in touch with our fitness staff.

For additional questions or clarification, please email campusrecreation@uhcl.edu and a representative will be in touch as soon as possible.