



# **THRIVE GYM RE-OPENING PLAN**

## INTERMEDIATE PHASE INFORMATION

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# OVERVIEW

## ***The Purpose of This Document***

Above all else, the safety of our students, their families, and anyone who enters any of Thrive Gym's facilities will always be our top priority. As we begin to re-open, every decision and policy that we implement will take into account the safety of our patrons.

## ***The Fluidity of This Document***

As we know, the development of any outbreak is subject to continuous change in regards to its spread, its social and financial impacts, and the guidelines implemented to combat it. Our plan of action in regards to re-opening our facilities after a temporary closure will remain adaptable and flexible, in order to allow us to meet the evolving needs of our staff, students, and their families. In order to adapt our policies and procedures as needed, the staff at Thrive Gym will remain informed, and actively seek out any and all new information regarding the outbreak. As needed, this handbook will be updated to accomodate necessary policy and procedural changes.

## ***Mandatory Compliance With This Document***

Thrive Gym will be strictly enforcing all policies and procedures detailed in this document. **If any patron of Thrive Gym is unable or unwilling to comply with the policies and procedures herein, they will not be permitted to visit Thrive Gym until our policies and procedures have changed, or until they are willing to comply. This is for the safety of anyone who enters our facilities.**

## OVERALL PROTOCOL & GUIDELINES

### Quick Links

[MD Governor's Office](#)  
[CDC](#)  
[ADA](#)  
[Federal Updates](#)

### What Are the Overall Guidelines We Follow?

We comply with the guidelines put in place by Maryland's Governor, as well as the CDC, ADA, and the Health Department.

You can find resources from these agencies and organizations using the Quick Links to the left.

### GENERAL UPDATES

***An inherent risk of exposure to viruses exists in any public place where people are present. Said virus and other extremely contagious diseases can lead to severe illness or worsening outcomes. According to the CDC and prevention guidelines, senior citizens and guests with other underlying conditions are extremely vulnerable. By visiting Thrive Gym LLC, and its subsidiaries, you voluntarily assume all risk related to exposure to illness and infectious diseases. Help us to keep each other healthy.***

- Upon re-opening, all Thrive Gym programs may be modified, have limited capacity, and are subject to limited availability or closure based on the direction of health experts and government officials in order to promote physical distancing.
- Upon re-opening, Thrive Gym reserves the right to cancel any class or event, with applicable credits applied. For any questions regarding our billing policy, please refer to this [form](#).
- Thrive Gym will strictly enforce maximum capacities at each of our facilities. These maximum capacities have been set in order to protect the health and safety of both our students and our instructors, and have been decided on based on the direction of health experts and government officials.
- Grade School programs will have a 6:1 ratio and Pre-School programs will have a 4:1 ratio. During an intermediate phase, we will not be offering in person programs for anyone that is under the age of 4.
- All of Thrive Gym's online programs will continue to run as normal for the foreseeable future. This is to accommodate those families that may not be ready to rejoin our in-person programs.
- Class times will be staggered in order to allow for adequate timing between the arrival and departure of all students. This will also allow Thrive Gym employees enough time to properly sanitize all equipment between each class.

## OVERALL PROTOCOL & GUIDELINES

### ***GENERAL UPDATES (CONTINUED)***

- Hand sanitizing stations, with hand sanitizer that is at least 60% alcohol, will be positioned throughout Thrive Gym's facilities, and students will be asked to sanitize their hands between each station as well as upon arrival and at departure.
- Thrive Gym's Location Directors have created rotation schedules specifically for an intermediate phase, with the intention of accommodating appropriate physical distancing guidelines. These rotation schedules will be followed strictly by all Thrive Gym employees.
- No in-person makeups will be granted during an intermediate phase. If you miss an in-person or online class during an intermediate phase, we would be happy to schedule a makeup for you in one of our live online classes.
- In the event that a student, Thrive Gym employee, or any other person becomes unwell while inside a Thrive Gym facility, they will be moved to an isolated location inside the facility immediately, and proper health & safety procedures will be followed to ensure both their safety and the safety of all others inside the facility.
- Thrive Gym employees will only come in direct physical contact with students during an intermediate phase in the event of an emergency, where direct physical contact is necessary to prevent or address injury. You can find more information about this under the "**Staff Expectations**" section of this document.

## STAFF EXPECTATIONS

### ***STAFF RESPONSIBILITIES***

- Thrive Gym employees will wear a face mask at all times while inside any of Thrive Gym's facilities.
- Upon arrival for all shifts, Thrive Gym employees will have their temperature taken and complete a questionnaire to indicate that they are not experiencing any symptoms that could indicate illness.
- In the event that a Thrive Gym employee, their family member(s), or someone living in their household is exhibiting symptoms that could indicate illness, they will be asked not to return to work until after they are symptom free, and have followed the appropriate guidelines to recover from their ailment.

## STAFF EXPECTATIONS

### ***STAFF RESPONSIBILITIES (Continued)***

- In the event that a Thrive Gym employee tests positive for illness, they will be asked not to return to work until after they are symptom free, and have followed the appropriate guidelines to recover from their ailment. Thrive Gym will contact the Maryland Department of Health as necessary.

### ***ENSURING YOUR SAFETY***

***Thrive Gym staff has taken enhanced health and safety measures for you, your children, and ourselves.***

- Prior to the re-opening of Thrive Gym's facilities, all Thrive Gym employees will be required to attend training on the health and safety policy updates that Thrive Gym will be implementing.
- All Thrive Gym employees will adhere to the cleaning requirements and physical distancing guidelines implemented by Thrive Gym.
- Thrive Gym Program Directors will create lesson plans that accommodate physical distancing guidelines. These lesson plans will emphasize the use of station work and hands off coaching.
- All Thrive Gym employees will follow the new lesson plans and gym rotation schedules upon re-opening.
- Thrive Gym employees will spot students only in the event that they are doing so to prevent or address injury. If a Thrive Gym employee has to administer first aid, or make physical contact with a student for any reason, they will do so using clean gloves.

## PARENT/GUARDIAN EXPECTATIONS

### ***PAPERWORK & BILLING***

- All parents/guardians will be required to sign new paperwork which includes, but may not be limited to, the following forms: Emergency Contact Form, Rules & Regulations Form, Payment Policy Form
- In order to access these forms, please visit our website [thrivegym.org](https://thrivegym.org)

## PARENT/GUARDIAN EXPECTATIONS

### *PAPERWORK & BILLING (Continued)*

- You may bring your paperwork to the facility on the first day you return, or you may mail your paperwork to our Annapolis or Arnold locations.
  - **If you are unwilling or unable to sign and comply with all updated policies and procedures, we kindly ask that you participate in one of Thrive Gym's online programs, until our policies are updated again or until you are willing and able to comply with all updated policies and procedures.**
- All registration will continue to be done by phone, email, or through our online sites in order to reduce in person contact and the amount of touch points at Thrive Gym.
- Thrive Gym will be asking that all registered families keep a card on file upon returning to any of our programs. At this time we will only be accepting payment by card over the phone or through our parent portal, and we will not be processing cash or checks.
  - **If you are unwilling or unable to comply with this update to our payment policy but would like to return to our in person programs, please contact us via phone or email so that we may be able to find a solution together.**

### *HEALTH & SAFETY POLICIES*

- Any parent/guardian that becomes aware of their child exhibiting a fever of 100.4 degrees (Fahrenheit) or higher, coughing, or any other symptoms that indicate illness, will be asked to keep their child at home.
- Any parent/guardian that becomes aware that someone living in the same home as their child is exhibiting a fever of 100.4 degrees (Fahrenheit) or higher, coughing, or any other symptoms that indicate illness will be asked to keep their child at home.
- In the event that your child tests positive for an illness during an intermediate phase, they must complete a 14 day self-quarantine prior to returning to our facility.
- In some cases, Thrive Gym may require a doctor's note prior to allowing a student to return to our facilities.
- **In the event that you need to enter the facility, you must wear a face mask in order to protect yourself and all other Thrive Gym patrons.**
- We ask that parents/guardians ensure that their child(ren) have used the restroom and washed their hands prior to arriving to a Thrive Gym facility.

## STUDENT EXPECTATIONS

### GENERAL EXPECTATIONS

- Students will be required to comply with a temperature check upon each arrival at all Thrive Gym facilities.
  - In the event that a student is found to have a temperature of 100.4 degrees (Fahrenheit) or higher, or is exhibiting physical or behavioral symptoms that are indicative of an illness, they will not be permitted to enter the Thrive Gym facility.
- It is preferable that students over the age of 2 wear a mask when entering the facility, and remove the mask if they prefer after having their temperature taken and being cleared to enter the facility. **Please refer to CDC guidelines regarding face masks and children.**
- Students will be expected to have used the restroom and washed their hands prior to arriving at a Thrive Gym facility.
  - **Students will be permitted to use the restroom as needed while at a Thrive Gym facility. Only one student will be permitted to use the restroom at a time during class. Thrive Gym employees will monitor that students are using proper hand-washing techniques after using the restroom at a Thrive Gym facility.**
- Students will be expected to wash hands and feet properly prior to arriving at a Thrive Gym facility and upon arriving home after each visit to the facility.
- Students will be expected to be able to remain in designated areas as told by an instructor for the entirety of the class.
- If at any time, a student exhibits physical or behavioral symptoms that are indicative of illness while under the care of Thrive Gym, their parent/guardian will be contacted and asked to pick them up.

***Parents, please have a conversation with your child prior to returning to Thrive Gym about the importance of physical distancing and listening to their instructor at all times. For the safety of all patrons, students must be able to keep their hands to themselves and listen to Thrive Gym instructors at all times.***

### PERSONAL BELONGINGS

- Any and all items that students bring into a Thrive Gym facility must be in a clearly labeled bag.
- Any and all items that students bring into a Thrive Gym facility should be cleaned properly between each visit.
- Students will be permitted to bring cellphones into Thrive Gym facilities.
  - Thrive Gym asks that cellphones be kept with a student's other belongings while inside the facilities.



## STUDENT EXPECTATIONS

### PERSONAL BELONGINGS (Continued)

- Thrive Gym asks that if possible, students bring only a water bottle and shoes with them into the facility. Shoes that slide or slip on are preferable.
  - This does not pertain to items that are medically necessary or weather dependent.

## CLEANING

### GYM SPACES

***Thrive Gym employees will wipe down ALL gym equipment that has been used as well as high touch areas such as door knobs between each class hour.***

- Students may be using and sharing the following equipment:
  - a. Gymnastics specific equipment and apparatuses such as bars, beams, floor areas and vaulting areas
  - b. Mats and pads - non-porous surfaces only will be used during and intermediate phase
  - c. Other training equipment such as weights and bands

***DISCLAIMER: The equipment that students will be using is dependent on their age, skill level, and whether they are enrolled in a recreational or competitive program.***

### BATHROOM/LOBBY SPACES

- Bathrooms at all Thrive Gym facilities will be cleaned between every class hour. A bathroom cleaning schedule will be clearly displayed on all bathroom doors and Thrive Gym employees will be required to sign off that each bathroom has been cleaned between every class hour.
- The lobby at each Thrive Gym facility will be cleaned once at opening and again at closing.
- The water fountains at each Thrive Gym facility will not be accessible to anyone inside a the facility except to use the hands free water bottle refill feature.
- Plexiglass barriers will be installed at the front desk at each Thrive Gym facility.
- Electrostatic sprayers will be used to apply hospital grade disinfectant in addition to our normal daily cleaning practices, in order to avoid generating an excessive amount of aerosol.
  - Please inform Thrive Gym of any and all allergies pertaining to soaps and cleansers.

## **DROP OFF & PICK UP**

### **7 YEARS & OLDER**

- If your child is 7 years of age or older, we ask that you participate in our drop off car line.
- Upon arrival, please remain in the line of cars looping through our lot until your vehicle reaches the appropriate door for drop off at our facility.
- At our Annapolis location, the designated drop off door will be the front door of the facility. At our Arnold location, the designated drop off door will be the door that leads directly to the gym space, not the lobby.
- Once your vehicle reaches the designated drop off door, please put your vehicle in park and allow your child to exit the vehicle once the Thrive staff member at the door signals to you that they may approach.
- Once at the door, the Thrive staff member will take your child's temperature. Please do not leave until the Thrive staff member signals to you that your child has been cleared to enter the facility. Once they have been cleared to enter the facility, you may exit the lot.
- If you would like to remain parked in our lot for the entirety of their class, please circle to the back of the car line to re-enter our lot and park.
- At the end of your child's class, we ask that you participate in our pick up car line. The pick up car line will function in the same way that our drop off car line does, with the exception of which door you stop your vehicle at.
- At our Annapolis location, the designated pick up door will be the double doors that lead directly to our gym space. At our Arnold location, the designated pick up door will be the front door to the facility; you will not pull your car right up to this door, but rather pull your vehicle around so that you are closer to the front door than the gym door.

### **6 YEARS & YOUNGER**

- If your child is younger than 7 years of age, we ask that you park and escort them to the designated drop off door.
- At our Annapolis location, please park in the front row of our parking lot. At our Arnold location, you may park in any available spot. Once parked, please exit your vehicle and stand in our designated outdoor waiting area.
- Once you have reached the front of the line, a Thrive staff member will take your child's temperature. Once your child has been cleared to enter the facility, a Thrive staff member will escort them in.
- You may return to your vehicle and remain there until your child's class comes to a close, or you may enter the facility and remain in our indoor designated waiting area. Children that are not participating in a Thrive Gym class are not permitted in the indoor waiting area.

## DROP OFF & PICK UP

### 6 YEARS & YOUNGER (Continued)

- The pick up procedure will function in the same way as our drop off procedure does. Simply park in the front row at our Annapolis location, or in any available spot at our Arnold location.
- At both locations, please exit your vehicle and stand in our designated outdoor waiting area. A Thrive staff member will send your child out to you once you have reached the front of the line. If you opted to sit in our indoor waiting area during their class, they will be dismissed to you in the lobby of our facility. We ask that you exit promptly once they are sent out to you.

### IMPORTANT REMINDERS

**PLEASE BE ADVISED: Thrive Gym will be re-opening using a phased approach, and will be opening one location at a time. Specific details about the re-opening of each location will be communicated as needed to enrolled customers.**

- There will be limited space available in our indoor waiting area, and once we have reached capacity we will not be able to accommodate any other parents during that class hour. The indoor waiting area is first come first serve, and Thrive Gym cannot guarantee you a space.
- **Any parent/guardian who enters our facility will be required to wear a face mask, and will not be permitted to enter if they are not wearing a face mask.**
- Please do not arrive to drop off your child to class any earlier than 10 minutes prior to the start of their class. This is to ensure that all students from the class hour prior to your child's have been dismissed.
- Please be prompt in picking up your child on time, do not arrive prior to or after the pick up time. This is to ensure that there are no cars congesting our parking lot prior to pick up, and that we are able to dismiss your child in time to prepare for the arrival of students enrolled for the following class hour.
- Please drive safely through our parking lots at all times. We will have pedestrians walking up to our facility to drop off children under the age of seven, and we ask that you help us to ensure their safety by driving slowly and carefully through our parking lot.
- At our Annapolis location, our front row of parking spots is reserved for parents of children younger than 7 years of age. All other parking spots are first come first serve, limited space available.
- Our indoor designated waiting area will be reserved for parents of children younger than 7 years of age.

## SPOT TV & THRIVE GYM APP

### WHY SPOT TV?

Thrive Gym has chosen to integrate the use of SpotTV at all of our facilities upon re-opening. SpotTV is a secure way for parents to view their children on their device. This will allow us to minimize the need for parents to enter our facilities during an intermediate phase, while still allowing you to observe your child's class/practice at your discretion. Thrive Gym will continue to use SpotTV beyond the intermediate phase, as this technology will be integrated into our everyday practices and become a regular viewing tool at our facilities.

### ABOUT SPOT TV

## Performance. Security. Reliability.

An Industry leading Video Management and Webcasting Program!

#### Vulnerability Management

The Spot TV Media Platform 4.0 and its supporting content delivery network are frequently reviewed for potentially harmful vulnerabilities. We use enterprise-class security solutions and custom in-house monitoring tools to identify, analyze, and swiftly mitigate any potential weaknesses. We employ a number of third-party, qualified security tools to regularly scan our platform and perform continuous analysis of our codebase. We maintain a dedicated application security team to test and remediate any discovered or potential issues.

#### Physical Security

Broadcasting servers are hosted at Tier III, SSAE-16, or ISO 27001 compliant facilities. Our facilities feature 24-hour manned security, biometric access control, video surveillance, and physical locks. The sub-location facilities are powered by redundant fail over systems, each with UPS and backup generators. All systems, networked devices, and circuits are constantly monitored by both Spot TV and the co-location providers.

#### Exceeding Compliance

As of 2015, the industry standard for minimum encryption support was raised from SHA128 to SHA256 bit, a standard deployed by Spot TV for more than 5 years. Depending upon the capabilities of our end user, the new Spot TV Media Platform 4.0 Authentication can support up to 512bit encryption using the latest Windows encryption ciphers!

#### Access Control

Username and password access is aligned with a combination of security algorithms including IP monitoring, Dynamic IP Restrictions, 'Use-Once' Publishing point keys, among other undisclosed integrations. Our security architecture ensures isolation of customer data, stream source data, relay points and edge points.

#### Microsoft Engineering

A safer foundation – Spot TV is built upon the latest and most secure Windows .NET infrastructure by only in-house developers and American partner engineers. No out-sourced developers and No open source software!

#### Copyright Protection

Video Streaming services are protected under U.S. Intellectual Property Rights and Spot TV's Terms of Service. All users agree any screenshot, recording, duplication, or distribution of this copyrighted work is illegal. Users understand that legal action will be taken against them by Spot TV or your location's Management team for such copyright infringement.