

Due to new public health guidelines regarding physical distancing and reduced occupancy, the fitness floor at the Community Center will be for use by advanced reservations only, using our online registration software, CivicRec. The information below will help guide you through this process.

What is the Anthem Community Council doing to help protect my health & safety? Staff at all ACC facilities will be temperature checked at the start of their shift, and will be required to wear face masks when interacting with the public. Plexiglass barriers have been installed at all of the customer service desks to enhance safety during face-to-face interaction, as well. Strict sanitation procedures are being implemented at all facilities & amenities, to be in compliance with CDC guidelines.

I have not previously registered online for any programs or facility reservations; how do I access my online account? Please call the Community Center first, and staff will provide a membership login (email) and password. If you create your own account using a different email than what may have originally been set up, it could lead to duplicate accounts and problematic registration issues.

If I have forgotten my password, what should I do? If you know the email that you used to set up your account, you can choose "Forgot Password" to create a new one. Or, if you need further assistance, you may call 623-879-3011 between the hours of 8 a.m.-5 p.m (M-F) for a new password to be sent to you.

How do I cancel my reservation? Once the reservation completed, if it is within 24 hours, we are able to cancel the reservation so that other residents may reserve the spot. Please make every attempt to use the time that you reserve.

I live in the Country Club; do I have an account? Country Club residents are eligible for membership to the Community Center. If you have not done so previously, call the Membership Office (623-792-8624 or 623-879-3011) and make an in-person appointment to set up your membership account. Otherwise, follow the steps above.

Why am I receiving a flag on my account? A flag may be due to an updated tenant, suspension due to an HOA reason, or possibly too many adults listed on the membership. Please call the Membership Office (623-792-8624 or 623-879-3011) if you have questions.

What if my CivicRec account doesn't work? If your account isn't working, please call 623-879-3011 between the hours of 8 a.m.-5 p.m (M-F) and you will be able to receive assistance. Please DO NOT attempt to set up a new account; doing so could delay access.

How do I reserve a fitness timeslot? At the end of this document is "How to register for an activity." It will walk you through the process step-by-step. You also can call 623-879-3011 between the hours of 8 a.m.-5 p.m (M-F) for staff to help walk you through the process over the phone.

Why am I having trouble making a reservation from my tablet or cell phone? During high-volume times, we advise that you use a desktop device if you are experiencing issues.

How many fitness timeslots can I reserve per day? Residents may reserve one, one-hour timeslot per day.

How do I know that I successfully completed my fitness reservation? Once you have completed the process, you will receive a confirmation receipt.

When should I arrive for my reservation? Reservations holders may arrive 10 minutes prior to their reservation time.

Do I need my membership card to scan at check-in? Yes; residents will be required to scan in using their card. If you do not have a card, we can administer one at the time of your first reservation (please arrive a few minutes early to accommodate this extra step).

What if I am late to my fitness timeslot? There will be a 15-minute grace period for your fitness timeslot. If you arrive later than 15 minutes past your reservation, you will need to make a new reservation.

Why are timeslots limited to one hour? The one-hour timeslots allows as many residents access to the fitness floor as CDC guidelines allow. Also to comply with CDC guidelines, after each fitness hour and each midday for 90 minutes, staff must complete a comprehensive equipment sanitation process before the next session of reservations may begin. The last operating hour of each day will be used by staff to do a deep clean of all equipment prior to the next day's opening.

How many residents per hour will be allowed on the fitness floor? There will a maximum capacity of 50 residents on the fitness floor at any one time; this number allows for safe physical distancing.

How many fitness timeslots can I reserve for my family? Every adult (over 18) resident member in good standing, and any resident member 13 years or older who has completed the Parent-Teen Certification, may make one, one-hour reservation. So, for example, a resident and their 16 year-old child could each reserve a timeslot, and therefore work out at the same time, if space is available.

During what hours can I reserve fitness timeslots? Residents may reserve one, one-hour fitness timeslot, up to 48 hours in advance, between the hours of:

- Monday-Thursday 5:30 a.m.-8 p.m.
- Friday 5 a.m.-6:30 p.m.
- Saturday 7:30 a.m.-6:30 p.m.
- Sunday 10 a.m.- 5:30 p.m.

Will there be reservation fees for fitness timeslots? There will not be fees for a reservation; the reservations are simply to ensure that we're staying below safe occupancy guidelines.

How do I know when my time on the fitness floor is over? Staff will give three announcements—at 15 and five minutes out, and then on the hour, to indicate that the timeslot is completed.

Can non-residents reserve fitness timeslots? Can we bring guests? Only residents with active Community Center memberships, and who are in good standing, may reserve a fitness session. Until further notice, no guest passes are being issued.

Will fitness classes be offered at the Community Center? At this time, there will be no fitness classes; we expect classes to resume this fall.

Will Adventure Club be available while I work out? At this time, there will be no Adventure Club available; it is expected to resume this fall.

Will TRX bands be available for rent? At this time, there will be no TRX bands available for use from the Community Center; residents must bring their own.

Do I have to wear a mask? We encourage wearing a mask as you move throughout the Community Center (at check-in, going up/down the stairs, if using the locker room/restroom, etc.). Wearing a mask during your workout will be your choice. However, we ask that with or without a mask, that you please be courteous with personal space, practice safe distancing, and disinfect your equipment before and after use.

Can I wear fitness gloves? This is your choice. However, regardless of whether you wear them or not, we ask that you wipe down your equipment before and after use.

Am I able to use the locker rooms? Please come dressed and prepared for your workout; the locker rooms will be available for use, if needed, but physical distancing in locker rooms will be more difficult to achieve. Restrooms are available, but showers will not be available during this time due to CDC guidelines.

Why is some fitness equipment off-limits? This is to create safe distancing, per CDC guidelines. Fitness equipment will be routinely alternated so that all pieces will be used.

Am I able to use the basketball gym during my fitness timeslot? The indoor basketball gym is closed; however, outdoor courts are available for recreational play.

Will youth leagues and skills clinics be offered this summer? We anticipate that youth leagues and skills clinics (basketball and volleyball) will be offered this summer; we are awaiting CDC guidance regarding youth organized play.

HOW TO REGISTER FOR A FITNESS TIMESLOT

Below are the instructions to register for available timeslots:

- Log onto *OnlineAtAnthem.com*, click the 'Resident' tab, and then click 'Activity Registration'.
- You are now in the CivicRec signup area. Log in to your account (follow the "How to Log Into CivicRec" document if you have issues; do not attempt to create a new account). Call the Community Center (623-879-3011) if you cannot remember your login email.
- Once logged in, go to the 'Health & Wellness' tab on the registration page, then click 'Fitness Floor Reservation.'
- Select the time and date you wish to reserve.
- Select all household members that will be reserving spots.
- Hit the 'Add to Cart' button.
- Verify you have read the Fitness & Sports FAQ document.
- Agree to the Facility Waiver.
- Hit the 'Check Out' button.
- Click 'Email' to receive your confirmation email and the FAQ document.