

Vidant Wellness Center – Greenville Reopening, Services, Hours and Billing

When will the Greenville Wellness Center reopen?

The Wellness Center will begin to offer **limited services** on Saturday, Jan. 1, 2022. Due to the rapid increase in positive COVID cases and inpatient COVID hospitalizations, the Wellness Center will open on Saturday, Jan. 1, 2022 but with **limited services**. General use of exercise equipment, indoor track, pool and exercise classes **will not** be available Jan. 1.

Available services will include:

- Membership sign-up and tours
- Member walk-ins to pick up your scan card, set up your App or schedule appointments
- EXCEL member onboarding appointments to set up your fitness plan (see “specials/discounts” for details)
- Personal training, private lessons and massage
- Lifestyle Medicine Clinic services such as nutrition and diabetes visits

Wellness Center leaders and Vidant infectious disease experts will continue to closely monitor COVID data in the coming days, and we are hopeful the Greenville facility will fully open soon.

The Ahoskie and Washington Wellness Centers are fully open. Why isn't the Greenville Wellness Center fully opening?

As a result of ongoing and significant increase in the spread of the COVID-19 Omicron variant in the Greenville community, Vidant is opening the Greenville Wellness Center with limited services to reduce the potential for crowding in an indoor space. During this soft opening, exercise services will be limited to 1:1 activities such as personal training, private lessons, fitness tests and equipment orientations. Vidant will also continue to accept new memberships, as well as accommodate small tours to prospective members. Masking is required for everyone in the center. Vidant will continue to monitor COVID data closely in the coming days, and we will open the remaining services at the Greenville location as soon as we can confidently do so with the safety of members, visitors and staff as our top priority.

Current clinical services operating at the Greenville location will remain open, including Lifestyle Medicine & Nutrition Clinics. Masking is required in all of our clinical spaces.

Vidant's other Wellness facilities in Ahoskie and Washington will remain open, but all Wellness Center members, visitors and staff are required to wear masks in those facilities effective Dec. 29, 2021. Other safety protocols are also in place.

When will you open the remaining services?

Vidant will continue to monitor COVID data closely in the coming days, and we will open the remaining services at the Greenville location as soon as we can confidently do so with the safety of members, visitors and staff as our top priority.

How do I sign up for member onboarding, fitness test, personal training and/or private lessons?

Call 252-847-6501, or stop by the Wellness Center Monday and Tuesday from 9 a.m. – 6 p.m. and Wednesday and Thursday from 9 a.m. – 4 p.m.

Are there any specials or discounts?

Through March 31, 2022 for all three wellness centers:

- New member enrollment fee will be waived
- Buy a 12-session package for personal training and get one session free

A free EXCEL package (\$75 value) is available for Greenville members who joined between Nov. 1, 2021 and Jan. 31, 2022. The package includes a fitness assessment, Fit 3D body composition, exercise prescription and equipment orientation/FitLinxx set up. An appointment is required, and the offer must be redeemed by Feb. 28. This is a great way to get your personal exercise plan ready before the rest of the center is available for use.

When will I receive my membership bill?

Membership billing will be delayed until fully opened. Personal training and private lesson packages are available and will be charged at the time of purchase.

What are the Wellness Center – Greenville hours?

The Greenville Wellness Center will have limited hours for membership walk-ins (tours, membership sign-up, pick-up scan cards, etc.) beginning Jan. 1.

- Monday and Tuesday: 9 a.m. – 6 p.m.
- Wednesday and Thursday: 9 a.m. – 4 p.m.

Special hours opening weekend: Saturday, Jan. 1: 10 a.m. to 2 p.m. / Sunday Jan. 2: 12 – 4 p.m.

Expanded hours will be available by appointment only for EXCEL member onboarding, personal training, lessons and massage. Call 252-847-6501 or drop by during our scheduled hours to make an appointment for these services.

How do I enter the facility?

Beginning Jan. 1, members and visitors will use the [new temporary entrance on the north side of the building near the track](#). Pardon our dust as we finish up some construction of our new entryway. The previous main entrance will be used by Lifestyle Clinic patients and visitors only.

Vidant Wellness Centers – Ahoskie, Washington and Greenville

COVID – Screening, Masking, Protocols

Does the limited reopening of the Greenville Wellness Center apply to the Ahoskie and Washington Wellness Centers?

The Wellness Centers in Ahoskie and Washington will continue their current operations. However, all three facilities will follow the same, stringent COVID protocols for the safety of members, visitors and staff.

Do I need to screen before entering a Wellness Center?

Yes, all members and visitors should self-screen before entering the facility. Do not enter if you:

- Tested positive for COVID-19 in the past 14 days or are waiting on the results of a COVID-19 test
- Had close contact with someone with confirmed or suspected COVID-19 in the last 14 days
- Had any COVID-19 symptoms in past 48 hours

Do I have to wear a mask in the Wellness Centers?

Yes, masks are required for all members, visitors and staff except when in the pool or shower, or while instructors are teaching a class.

Members and visitors can wear their own clean cloth mask or surgical masks will be provided. Gaitors and bandanas are not allowed. Masks must be worn properly covering the nose and mouth.

What are the cleaning/disinfecting protocols?

Members, visitors and staff must:

- Wash and sanitize hands often. Hand sanitizer will be provided throughout the Wellness Centers.
- Clean equipment before and after use. Gym wipes will be provided.
- Reduce contact by self-checking in and out with a simple scan card/app.
- Bring personal towels. No linens will be provided.

In addition, the Wellness Center team disinfects equipment and surfaces every four hours.

What is the capacity limit at each facility?

In order to ensure social distancing, the Wellness Centers will each operate at 75% capacity. Everyone should maintain distance from non-household members throughout the facilities. Skip a piece of equipment, wait your turn and space out in classes and locker rooms.

For Ahoskie and Washington, capacity will be limited in classes and programs to allow for social distancing. As weather permits, outdoor classes and training sessions will be offered.

Members can also view capacity on the app to plan their visit for less busy times.

What are the COVID safety protocols?

In order to ensure social distancing, the Wellness Centers will each operate at 75% capacity. Everyone should maintain distance from non-household members throughout the facilities. Skip a piece of equipment, wait your turn and space out in classes and locker rooms.

Our COVID safety measures include:

Masking: Masks are **required** for everyone (age 2 and up)

1. Except while in the pool or shower or while instructing classes.
2. Approved masks only, covering the nose and mouth. Surgical masks are provided.

Screening: Members and guests should **self-screen** before entry. Please DO NOT ENTER if you:

1. Tested positive for COVID in past 14 days or waiting on the results of a COVID-19 test.
2. Had close contact with someone with confirmed or suspected COVID-19 in the last 14 days.
3. Had any COVID symptoms in past 48 hours.

Contact/Cleaning/Disinfecting:

1. Wash and sanitize your hands often.
2. Clean equipment before and after use. Gym wipes are provided. Your wellness team also disinfects equipment and surfaces every 4 hours.
3. Reduce contact with self-check in and out using your member scan card/App.
4. Bring your own towel, no linens provided.

Capacity/Distancing:

1. Scan in and out to allow real time monitoring of capacity.
2. View capacity on the App to plan your visit for less busy times.
3. Capacity is limited in classes and programs to allow for social distancing.
4. Maintain distance from non-household members. Skip a piece of equipment, wait your turn and space out in classes and locker rooms.