



MEMBERSHIP HANDBOOK



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HMC Mission Statement:

The Hopedale Medical Foundation is a non-profit, charitable corporation committed to excellence in promoting good health and wellness to all and serving the healthcare needs of the sick and elderly, 24 hours a day, 7 days a week, without discrimination and regardless of one's ability to pay.

Hours of Operation:

Monday - Thursday: 5am - 8pm

Friday: 5:00am-7:00pm

Saturday: 7:30am - 5pm

Sunday **March 1 st - October 31st CLOSED**

November 1– February 28th Open: 1pm - 5pm

Membership Includes:

- Fitness assessment and an equipment walk through with an Exercise Specialist, appointments need to be made within the first 30 days of membership
- Three (3) pools: 25yd lap pool, therapy pool and spa
- Use of the cardiovascular equipment which includes treadmills, NuSteps, elliptical trainers, bikes, AMT, step mill, stair stepper and rower
- Use of the strength training equipment—free weights and Olympic weights
- Indoor walking/running track
- Gymnasium—basketball and volleyball courts
- Aquatic and Land group exercise classes, excluding Cycle Fit
- Access to Kidz Klub—a supervised play area for children ages 6 weeks to 12 years while members exercise
- Locker and towel service
- Supervised fitness area with attendants to answer questions about equipment
- Discounted rate for massage therapy and Wellness Center programs
- Complete handicap accessible facility

Membership Types:

- **Household** - All persons that reside in the same household; 3yrs old and up.
- **Adult** - One adult (19-54) and his or her child(ren) 0-2 years of age.
- **Senior Adult** - One adult 55 or older.
- **Senior Couple** - 2 adults residing in the same house; one of which must be 55 or older.
- **Student** - Full time High School or College student. Verification may be requested.
- **Silver Sneakers & Active & Fit** - Verification is requested.

Guidelines for Children and Youth:

- **Youth ages 7 and under** must have direct supervision at all times.
- **Youth ages 8-13** must be accompanied by a supervising individual who remains in the building. The supervising individual does not have to be in the same area as the youth but are subject to the age restrictions for specific areas as outlined under "Age Restrictions for Specific Areas".
- **Youth ages 14 and older** are considered adults only for the purpose of use of the facilities and programs. They may participate in adult fitness classes unaccompanied by an adult. Orientation to the facility and equipment is strongly recommended.

Age Restrictions for Specific Areas:

- **Fitness Floor:** Individuals age 14 and older may use this area without supervision after completing an orientation with an Exercise Specialist. Individuals age 8-13 must be accompanied by a supervising individual

and graduated from Kidz Fit or completed an equipment orientation with an Exercise Specialist.

- **Pool:** Individuals 14 years of age and younger must be accompanied by a supervising individual who is present in the pool area. No one should swim alone.
- **Whirlpool:** No individuals age 17 or under are permitted in the Whirlpool.
- **Locker/Shower Facility:** Youth age 5 and older must use the appropriate locker rooms.
- **Gymnasium:** Individuals age 8 or older may use this area.

Fitness Assessment, Reassessment and Equipment Walk Through:

New members are entitled to a fitness assessment and an equipment walk through by an Exercise Specialist within the first 30 days of membership. Renewing memberships are offered a reassessment. All appointments are made through the Front Desk.

Personal Training:

One-on-one and group personal training is available for an additional fee. Receive individualized, one-on-one attention from a Personal Trainer. Programs offered are tailored to your specific needs, including weight loss, post-rehabilitation training, cardiovascular fitness, general conditioning, resistance training and sport-specific training/conditioning. Please see the Front Desk Staff for additional information.

Member Check-In:

All members and pass participants are required to have a membership keytag and are required to check-in each time they use the facility. All members and pass participants

must have their picture taken for security purposes. There is a \$10 replacement fee for a lost keytag.

Membership Freeze:

A member may freeze their membership. All requests for membership freezes must be made to Front Desk personnel or the Membership Coordinator, this may be done verbally or via email. Freezes are based on a rolling month (example: June 23 – July 23) rather than a calendar month. A member can freeze their membership for a medical reason, vacation, or active military. If the reason is vacation a member may freeze a 6 month contract up to 30 days. An a 12 month contract may be frozen up to 90 days. Membership usage time will be extended accordingly when member returns from freeze.

Guests:

One day guest passes are \$10 per day for a guest 14 years and older, \$5 per day for a guest 13 years and younger, \$5.00 for a class pass, and a 7 day guest pass for \$25.00 for guests traveling through the area. There is a maximum of 10 passes per year per guest. Guests have access to the whole facility and all group exercise classes. New memberships and renewal contracts receive 3 free guest passes when a Member Interest Profile form is filled out and returned to the Front Desk.

Group Exercise Classes:

Membership includes use of all group exercise classes, aquatic or land. See the group exercise class schedule for class times. Individuals 14 and older may participate in classes and Youth 8 -13 may participate in youth friendly classes.

Free Weights:

If you are using free weights for the first time, please ask a Fitness Attendant or an Exercise Specialist for help. We also ask that you:

- Be cautious when in the free weight area and pay attention to other members. Do not swing, throw or drop weights.

- Ask a Fitness Attendant or an Exercise Specialist to spot you when using heavy weights. Also, collars must be used on bars at all times.

Equipment Maintenance:

From time to time, cardiovascular and/or strength training equipment may be out-of-service. When this occurs, please ask a Fitness Attendant or an Exercise Specialist to recommend alternate exercises. We appreciate your patience.

Lost Items:

The Wellness Center is not responsible for any lost or stolen items belonging to members/participants and their guests. Valuables should be stored in a locked locker. Lost items will be held for 30 days.

Food and Drink:

Only water is permitted on the fitness floor, pool room and in group exercise classes. NO food or drink is allowed in the pool area.

Locker Rooms:

The locker rooms are fully equipped. Towel service is provided at a cost of 25¢ per towel. Hand towels are provided on the fitness floor free of charge. Locks may be used on lockers but need to be taken off when a member/participant leaves the facility. Overnight lockers are not available. Soap dispensers are provided in showers and vanity area. Hair dryers are provided. A swimsuit spinning dryer is located in the men and women's locker room. Youth age 5 and older must use the appropriate locker rooms. Families are encouraged to use the private locker rooms in situations such as crowded public locker room conditions or families with several kids.

Massage Therapy:

As a member, massage therapy services are available at a discounted rate by a licensed, certified Massage Therapist. See Front Desk Staff for an appointment or

call 309-449-4500.

Perfumes and Colognes:

Please refrain from wearing strong perfumes and colognes.

Solicitation:

Sales solicitation is prohibited in the Wellness Centers. All promotional flyers must be approved by management before being posted or distributed.

KidzFit:

Kidzfit; a program designed for children 8-13 years of age to use the free weights, nautilus and cardio equipment. Children learn how to properly use the exercise equipment as well as the do's and don'ts of the Fitness Floor; gym etiquette. Once the child(ren) have completed the program, they are allowed to have access to the Fitness Floor with a parent present. A household membership is required for children to take advantage of this program.

Program/Activity Information:

- Programs often fill up before the registration deadline. Maximum numbers allowed in a program are enforced. All programs are first come first serve. Register for programs as soon as possible to guarantee your spot.
- If the program requires a minimum number of participants to be held, those numbers will be enforced. Programs will be canceled if there are not enough participants by 9:00 pm on the registration deadline.
- Registrations will not be taken if the program is full without management approval. Once full, a waiting list will be started.
- Programs registration reservations may be taken over the phone at 309-449-4500 with a credit card payment to reserve availability within a program.

- Please make all checks payable to Hopedale Wellness Center.
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- Please contact the Wellness Center if you are no longer able to participate in a program or activity. Refunds will be given until the event registration deadline. After the deadline, there will be no refunds issued.
- If you have any questions about any programs listed, please contact the Wellness Center Front Desk Staff and they will direct you to the most appropriate person to answer your questions.

Holiday Closures:

The following days the facility is closed for the day: Christmas, Easter, July 4th and Thanksgiving. There are modified hours for Christmas Eve, New Year's Eve, Memorial Day, Labor Day, and the day before and after Thanksgiving.

Kidz Klub:

Kidz Klub is available to children ages 6 weeks to 12 years old.

Hours of Kidz Klub:

Monday - Friday: 8:30am - 12pm

Monday - Thursday: 4pm - 8pm

Saturday: 8:00am - 12:00am

Sunday: 1pm - 5pm during Winter session

Please use the following guidelines when bringing your child (ren) to Kidz Klub:

- Complete all registration forms prior to his or her first stay.
- Each time your child visits Kidz Klub complete the sign-in/out sheet. Child(ren) will only be allowed to leave with a parent/guardian or pre-notified designee. If this notification has not been given, your child(ren) will not be allowed to leave without a parent or legal guardian.
- Children must wash hands upon arriving at Kidz Klub.
- Parents who are not familiar to the staff will be asked for proper identification upon picking up their child(ren).
- It is not permissible to leave your child in the Kidz Klub and then leave the premises.

- Bring your child with a freshly changed diaper. The staff is NOT permitted to change diapers. If a child's diaper needs to be changed, the parent will be paged to come and do it. All children should arrive with diapers & wipes or a change of clothing in case of an accident.
- Sippy cups and bottles will only be used if necessary. Feeding times should be scheduled outside of your workout times. Kidz Klub does not provide children with snacks. If you would like your child to have a snack while at the Wellness Center, you must take them out of the room and personally give them the food item.
- Children who are infectious or contagious cannot be admitted into Kidz Klub. Parents will be notified if the child becomes ill while in our care.
Health concerns include, but are not limited to: a temperature of 100 degrees or higher, diarrhea, vomiting, and a visible rash. Children must be fever and symptom free for 24 hours in order to return to Kidz Klub.
- So as not to upset other children, a parent will be asked to remove their child from Kidz Klub if the child continues to cry for more than a 15-minute period of time. This will be necessary only when the staff has exhausted all efforts to comfort the child. They may be brought back into the room once they are consoled. However, if the crying continues, they will be asked to leave for the day.
- A parent may be interrupted and pulled from their workout if the child is misbehaving and not obeying the staff. Any child who continues to be a behavioral problem will not be allowed to use the Kidz Klub room in the future. You must report **immediately** if you are called from a class or workout session.

Parent's - Please Note:

- As a child care provider, our number one priority is the safety of the children. Children will never be left unattended.
- We will offer prepared activities to occupy the children, including coloring, games, and art projects.

- All toys and equipment used by the children will be disinfected at the end of each evening (before closing) and after activities involving paint, glue or other messy items.
- The room will be kept orderly when the children are present.
- All children will be expected to pick up their own toys before leaving the Kidz Klub room. Parents are expected to help uphold this policy.
- In the unlikely event that the building will need to be evacuated, your child will be brought to the evacuation meeting area. Please meet your child there. Do not attempt to retrieve them from Kidz Klub.

Pool Room Rules:

1. Not a public pool.
2. Admission to the pools shall be refused to all persons having any contagious disease or infection conditions such as ear infection, ring worm, and lice. Also, persons with excessive sunburn or abrasions which have not healed. A person under the influence of alcohol or illicit drugs or exhibiting in erratic behavior shall not be permitted.
3. Pool water is not suitable to drink.
4. Littering is prohibited. In addition, NO food, drink, gum or tobacco allowed. Glass containers are prohibited.
5. Soaps, oils and lotions are prohibited in the pool.
6. Ramps are for wheelchairs.
7. No standing, swinging, hanging or playing on the bars.
8. No running, boisterous or rough play.
9. No jumping/diving in any of the pools.
10. No masks that cover the nose.
11. Only clean wheelchairs are allowed in pool area.
12. Spitting, spouting of water, blowing of the nose, urinating, defecation or otherwise introducing contaminants into the pool is not permitted.
13. Swimsuits must be worn in the pool. NO leotards, jeans, shorts or shirts are permitted in the pool. Swim apparel must be clean. Swim caps are required if hair is longer than shoulder.

1. No t-shirt or shorts in the pool. Exceptions can be made for those participating in arthritis classes and aquatic physical therapy.
2. Children who are not potty-trained must wear water/swim diapers. Regular diapers are not allowed in the pool.
3. Swimming is prohibited in swimming pools when lightning, thunder or tornado warnings are present; including a 30 minutes period after the last lightning is observed.
4. No one should swim alone.
5. No floatation devices, including but not limited to life jackets, arm wings, inner tubes, etc. are allowed in the pool.
6. All persons must take a shower before entering the pool area.
7. Please towel dry before entering carpeted area in the locker room.
8. The pool management has the authority to implement and enforce rules that are more stringent or that supplement those listed here.
9. Pool closes 15 minutes before facility closing time.
10. Youth age 8-14 must be accompanied by a supervising individual who is present in the pool area
11. No individuals age 17 or under are permitted in the Whirlpool.

When leaving the pool area, clothes are to be worn in the lobby area of our facility, no swim wear is allowed.

Inappropriate Behavior:

Individuals who are participating in inappropriate behavior in the pool will be confronted and are at means to revoke membership. These behaviors consist of public displays of affection (ie kissing, touching, etc.) and unruly behavior (ie throwing, climbing, wrestling, etc.)

Pool Closure Policy:

When the pool room and/or lap, therapy, or whirlpool are closed for any period of time there will not be a refund and/or a coupon of refund issued to an aquatic pass participants or those with a general membership contract. During by which time that the pool area is not available due to closure aquatic pass participants will have access to the whole facility, including the fitness floor equipment, walking/running track, land classes and gymnasium for the duration of the closure. Management may extend your aqua membership if you do not use the rest of the facility during time of pool room closure.

Fitness Floor Rules and Regulations:

1. The nautilus, free weights and cardio equipment are available to participants who are 14 years and older or have graduated from KidsFit.
2. Everyone is encouraged to have an equipment walk through BEFORE using the equipment. This is included with your membership.
3. Each person must check in at the Front Desk before using the Fitness Floor
4. No food is allowed on the Fitness Floor. Members may bring water (no open containers) in the fitness area.
5. Gym bags are not allowed on the Fitness Floor. Please use a locked locker to store your belonging. We ARE NOT responsible for lost/stolen/broken personal property.
6. Radios/tape/CD players are not allowed except with the use of personal headsets. FM receivers may be used with a headset to pick up the TV's audio; stations are posted on the televisions.
7. All mats, dumbbells or other equipment must be returned to their appropriate locations after each use.
8. **Do not drop** the weights or bang them together.
9. **Do not rest** on the strength training equipment. When others are waiting, participants should complete one set of the exercise and rest elsewhere so others can work out.

10. Proper attire is required while on the Fitness Floor. Shirt and shoes are required. No open toed shoes allowed.
11. Everyone must carry a wipe. Please wipe down equipment after each use.
12. There is a 20 minute time limit on all cardio equipment when people are waiting.
13. Foul language and inappropriate behavior are not acceptable. All members are expected to conduct themselves in a courteous and appropriate manner. Failure to do so may result in disciplinary action or membership revocation.

Meet the Staff:

Manager of Wellness Services

Aaron Weidman

Email: aweidman@hopdalemc.com

Assistant Manager of Wellness Services

Kadie King

Email: kking@hopedalemc.com

Clinic Office Coordinator of Wellness Services

Lydia May

Email: lmay@hopedalemc.com

Front Desk Lead

Caitlin Eberle

Email: ceberle@hopedalemc.com

Cardiac Rehabilitation Nurse

Brenda Loudermilk, BSN RN

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Thank you for becoming a member
of Hopedale Wellness Center, we
strive to provide you with the best
care possible to promote a healthier
lifestyle.



Hopedale Wellness Center
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