



Member Handbook

— THE —
University of Vermont
HEALTH NETWORK

Champlain Valley Physicians Hospital

WELLNESS & FITNESS CENTER

Welcome

TO CHAMPLAIN VALLEY PHYSICIANS HOSPITAL WELLNESS & FITNESS CENTER.

You've taken an important step towards enhancing your health and well-being. Soon you'll discover the many ways the Wellness & Fitness Center can positively impact your quality of life.

With your membership, you have access to more than 40 hours of weekly group exercise classes, a full court gymnasium, indoor walking track, pickleball courts, cardio and strength machines, locker rooms and a 25 meter pool. Our experienced, degreed and certified fitness specialists will guide you through a fitness assessment and equipment orientation and provide assistance throughout your membership. This free service is available every 6 months.

We believe that the Wellness & Fitness Center is unique in its commitment to meeting each individual's needs. We want you to be successful in reaching your health and fitness goals.

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Age Requirements

Champlain Valley Physicians Hospital Wellness & Fitness Center (CVPH) is primarily an adult facility. Participants must be at least 18 years old to have an individual membership. The Wellness & Fitness Center allows family memberships to include secondary members ages 16 years and older (with a parent primary member). Youth members 10-15 years may be added to an individual membership after completion of the Youth Exercising Safely Program.

Proper Attire & Conduct

Please wear appropriate athletic attire in all areas of the facility. The standards include shirts, shorts, athletic pants, and athletic shoes. Open-toed shoes or sandals are not permitted on the fitness floor. Bare feet are not permitted outside of the studio, gymnasium or pool deck. The use of shower sandals in the locker room and pool areas is recommended. The Wellness & Fitness Center reserves the right to determine what is considered appropriate attire. The Wellness & Fitness Center reserves the right to revoke membership privileges based on improper conduct or behavior which might interfere with other members' safety or enjoyment of the facility.

During the winter months, members are required to bring clean sneakers with them to change into prior to using the gymnasium, studio, cardio and strength rooms. This policy is required for cleanliness of the Center and machines.

Member Etiquette

FACILITY CLOSING – The Wellness & Fitness Center requires all members to promptly leave the facility at the time the Center closes.

FITNESS COURTESIES – The Wellness & Fitness Center asks members to please abide by the basic rules of courtesy to your fellow members.

- Please limit your time on the cardio machines to 30 minutes
- Certain equipment is located at the Member Services desk and must be signed out prior to use
- It is proper etiquette to allow others to work in on your strength equipment
- Please remove the weights from machines after use and return them to the closest weight tree
- Gym wipes are provided to wipe down machines and equipment after each use
- Please refrain from wearing strong fragrances such as colognes, perfumes and lotions
- Use of profanity or abusive language is not tolerated
- Locker availability is limited; please use lockers only when you will be using the facility
- If you do not have a locker rental and choose to bring in your own lock, please remove your lock at the end of your workout and remove your belongings from the locker
- Please refrain from cell phone use on the fitness floor, while using cardio equipment, during group exercise classes, or in locker room areas
- No gum, food, or glass bottles allowed in the pool area

THE WELLNESS & FITNESS CENTER RIGHTS – CVPH reserves the right to suspend or revoke membership in violation of member etiquette policy or due to any other act deemed violent, disrespectful, harmful or inappropriate.

Member Terms & Conditions

All members shall comply with any and all of The Wellness & Fitness Center Terms and Conditions. The rules contained herein are not inclusive. Amendments to The Wellness & Fitness Center Terms and Conditions and Rules and Regulations may be made from time to time as necessary. The decision of The Wellness & Fitness Center shall be final regarding the interpretation of The Wellness & Fitness Center Terms, Conditions, Rules and Regulations. Monthly dues shall continue regardless of use. Please note that all membership cancellations require an advance written notice, and must be requested on or prior to the 20th of the month to be in effect the following month. Members will be responsible for all applicable dues and fees during the cancellation period.

Please refer to Right to Cancel Membership on page 9 of this handbook.

Your Membership Account

All personal, financial, and health-related information is strictly confidential and is held in secured areas. Access to this information is limited exclusively to Center staff.

Membership Information

MEMBER SERVICES – The member service team is here to assist you with your membership questions, program enrollment and purchases.

ACCOUNT METHODS – The Wellness & Fitness Center uses different account settlement methods depending on your membership type. All members have the option to pre-pay or deduct funds through electronic fund transfer. CVPH employees can use payroll deduction as the method to deduct dues and locker rentals but must provide secondary EFT information. Please remember that any recurring monthly charges will be collected using the account settlement method chosen.

Senior Membership

Senior memberships, for individuals age 65 and over, are available at a reduced rate.

Short-Term Membership

The Wellness & Fitness Center offers short term guest passes and payment in full are required prior to access to the Center. After the expiration, membership can be continued, but may be subject to the enrollment fee and/or a change in the monthly fee.

Membership Add-On / Upgrade

To add a family member to your existing membership, please provide proof of shared residence along with valid photo I.D. Parents may add their 16-17 year old children to their membership, and their 10-15 year old children after the completion of the Youth Exercising Safely Program.

Membership Bridge

Members may request that their membership be placed on a hold (Bridge / Medical Freeze). Requests may be honored for medical reasons (medical freeze) or temporary relocations (Bridge). To submit a bridge / medical freeze request, please contact the member service desk. Please note that all requests for membership bridge / medical freeze must be submitted in writing and approved by the Center Director. In addition, requests must be made on or prior to the 20th of the month to be in effect the following month. Bridge / medical freeze time will be approved in full month increments only. Center access is not permitted during a membership bridge / medical freeze. Membership may be placed on bridge for a minimum of two months and must not exceed six months. A medical freeze can be a minimum of 1 month and can be left open ended to a maximum of 6 months.

1. Members on an approved bridge will have their dues portion suspended.
2. Members on an approved medical freeze will not be charged as long as they provide a physician or health care providers note stating they are unable to exercise for the duration of the medical freeze. Note: Separate documentation will be required upon return to exercise
3. Yearly or paid-in-full memberships will have their membership expiration date extended.

Right to Cancel Membership

You may cancel your membership without penalty within three business days after your initial agreement signing with a full refund. All membership cancellations after this period require advance notification of intent to cancel. This notification must be provided either in person at the Member Service Desk during operating hours, or in writing. If proper notice is received by the 20th of the month, membership will be terminated at the end of that month. If received after the 20th of the month, membership will be terminated at the end of the following month. Members are responsible for paying their monthly dues for the period until cancellation becomes effective.

Member ID Card and Replacement

All members are required to present membership cards upon entrance to the Center at the Member Service Desk. The Wellness & Fitness Center membership cards that have been lost or stolen will be replaced through Member Services for an additional fee. The fee for replacement is due upon receiving your card. ID cards are non-transferable.

Facility Tours

Tours are available at the Member Service Desk during regular Wellness & Fitness Center Hours of Operation.

Locker Room Amenities and Courtesy Guidelines

For your convenience, each locker room shower stall is equipped with complimentary soap. Locker room courtesy guidelines:

- Cell phone use is strictly prohibited within the locker rooms
- To ensure locker availability, daily-use lockers are to be emptied prior to leaving The Wellness & Fitness Center, even if a second visit is expected that day
- Baby changing areas are located in the family changing room on the pool deck and in the individual handicapped restroom located in the strength room
- Easily accessible showers and restroom facilities are available for use of all patrons. Please give preferred access to those with special needs
- Patrons of the opposite gender of which the locker room displays, who are over the age of 3 years old are prohibited from entering the locker room.

The locker rooms serve as the designated area during severe weather situations (code black).

Rental Lockers

The Wellness & Fitness Center offers rental lockers for an additional monthly fee. Please see a Member Service Associate to set up a rental locker.

Group Exercise

Over 40 hours of group exercise classes are offered weekly and are included free of charge with your membership. To ensure a safe environment, please respect the following guidelines:

- The warm-up and cool-down are important parts of the workout. Please try to attend any class from beginning to end for your safety.
- For minimal interruptions, please make every attempt to arrive to class on time
- Be considerate of others' workout space
- Please wait for current class to conclude before entering the studio
- Proper attire for the class is required
- You may use either the studio or gymnasium when classes are not in session but for safety reasons, the stereo equipment may not be used by anyone other than The Wellness & Fitness Center employees
- Please refrain from using cell phones during class
- Please refrain from personal conversations during class
- Please wipe down equipment after class and return it to proper location

Medically Integrated Programs

Medically based fitness programs are available at The Wellness & Fitness Center and are open to the community. These 8-week fitness programs are designed for individuals transitioning from or managing a medical condition or simply needing additional support.

See the Member Service Team or the Medical Integration Coordinator for information on medically integrated programs.

Personal Training

Personal Training is available with our degreed and certified trainers. Training is available to both members and non-members. Only The Wellness & Fitness Center trainers are eligible to conduct personal training in the Center.

Fitness Assessment

A Fitness Assessment is a complimentary service if requested within the first 30 days of your membership. This service includes fitness testing and measurements.

Equipment Orientation

An Equipment Orientation is a complimentary service that gives you the opportunity to learn exercises and ask questions with a Fitness Specialist. Equipment orientations can be made at the same time as your fitness assessment.

Please allow up to 1 hour total for your personalized fitness assessment and equipment orientation.

Small Group Training

The Wellness & Fitness Center also offers small group training classes for a minimal cost. Classes are 60 minutes and target a variety of ability levels and populations. They are designed for those looking for a high-intensity workout or working towards a next specific event, race, triathlon, bike, etc. All are welcome to try.

Swim Instruction

One-on-one adult swimming lessons are available with an experienced swim instructor.

Aquatics

The Wellness & Fitness Center offers a six lane 25 meter pool. A lifeguard will be present at the pool during regular hours of operation. Unless otherwise designated, no person under 16 years of age may use the pool without supervision from a parent. Health standards require patrons to thoroughly rinse off before entering the pool.

Monday – Thursday	5:30 AM – 8:45 PM
Friday	5:30 AM – 7:00 PM
Saturday – Sunday	7:00 AM – 5:45 PM

Lost and Found Items

The Wellness & Fitness Center is not responsible for lost items. For sanitary purposes, personal grooming and hygiene items will be discarded at the end of each day.

See the Member Service Desk for the Lost and Found.

Health Education

The Wellness & Fitness Center occasionally hosts fitness seminars, events, and presentations. Topics may include nutrition, weight management, stress reduction, and fitness training techniques. See the Member Service Desk for more details.

Gymnasium

The Wellness & Fitness Center houses one regulation size basketball court. Please see the Center schedule for days and times that the court is reserved for group exercise classes, paid programs, rentals and events. For your convenience, the Center schedule is posted on the gym doors and is strictly followed.

Cell Phones, Photography, and Videography

As a courtesy to fellow members and for your own safety, talking on cell phones is discouraged in the facility. Please use the lobby area to make and receive cell phone calls.

Photography and videography is strictly prohibited unless authorization has been granted by the Center Director. Multiple offenses of this policy can result in loss of membership privileges.

Cell phone use in locker rooms is strictly prohibited.

Emergency Exits

The only way to enter and exit the Center is through the main entrance. All other exits are to be used only in emergency situations.

Facility Hours

Monday – Friday 5:00 AM – 9:00 PM

Saturday – Sunday 7:00 AM – 6:00 PM

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CHAMPLAIN VALLEY PHYSICIANS HOSPITAL
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295 New York Road
Plattsburgh, NY 12903

(518) 324-2024



cvphwellfit.com

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