

Member Handbook



Your complete
guide to
Wellness Works

Member Handbook

Wellness Works of Self Regional Healthcare

WELCOME

Welcome and congratulations on making *Wellness Works* your place to achieve physical fitness! Your commitment is important to us, and we will do everything possible to fulfill and exceed your expectations.

We are proud that *Wellness Works* has been regionally recognized as the greatest in the Lakelands area, but even more, we are excited about the opportunities that we offer individuals to improve their quality of life. The programs and equipment that have been selected for *Wellness Works* reflect our objective of comprehensive fitness. The cardiovascular training equipment represents the newest technology available in the industry. Additionally, the strength training equipment allows for a safe, challenging, full-body workout for the beginner, as well as for the advanced athlete. Most importantly, the programs that we offer allow you to become more knowledgeable of your present health and fitness levels, which in turn, enables you to create for yourself a happier and healthier lifestyle.

Please feel free to contact any of the staff if you have questions. Again, thank you for choosing *Wellness Works*. We look forward to the opportunity of helping you reach your health and fitness objectives.

In Health,

Your Wellness Works Team

OUR MISSION

**To effectively promote health and wellness
in the Upper Savannah region by providing
a variety of quality programs
which lead to positive lifestyle changes.**

Adopted 1995

OUR MOTTO

***Motivation is what gets you started;
Habit is what keeps you going!***

Hours of Operation

Monday-Thursday: 5 AM - 9 PM

Friday: 5 AM - 7 PM

Saturday: 8 AM - 12 PM

Sunday: Closed

Holidays

Please note that *Wellness Works* recognizes five holidays:

New Year's Day

Independence Day

Labor Day

Thanksgiving Day

Christmas Day

Cancellations

Wellness Works reserves the right to cancel and change days and/or times of all programs, activities, and time of operation.

At times, certain areas of the facility may not be available for general use due to scheduled classes, special events, or general repairs and maintenance.

Age Restrictions

Wellness Works is primarily an adult fitness center. A minimum age of 13 years is required for full membership. Free child care is available for members. Children under the age of 13 are not allowed to utilize the free weight equipment, group exercise studio, or multipurpose studio.

In any of the exercise areas, all children between the ages of 13 and 15 must be accompanied by an adult. For the safety of your child, it is the adult's responsibility to provide direct supervision at all times.

It is recommended that children over the age of four not be allowed in locker rooms of the opposite gender.

Children over the age of 13 may be added to their parent's membership as part of a family membership. If the child is not added, the guest fee is \$5 per visit.

Membership Cards and Replacements

Each member receives a membership card to *Wellness Works*. In order for you to use the facility, it is necessary that you present your card at the front desk upon arrival.

Each member is responsible for the maintenance of his/her membership card. You will not be allowed admittance to the facility without your card. If a card is lost or stolen, the replacement of the card is the responsibility of the member at a cost of \$5.

Member Check-In

Upon every visit, each member is required to check in at the front desk. Upon your arrival at *Wellness Works*, please scan your membership card so that the front desk attendant may register your visit into the computer system.

You may be asked to indicate the activities in which you plan to participate during your workout. Gathering this information helps us track both class usage and equipment usage. This is to provide us with a guideline in purchasing better equipment, developing different types of programs, and providing various services to our members.

At the conclusion of each day announcements are made through the overhead paging system to notify members of the facility's closing.

Proper Attire

Proper attire is always required at *Wellness Works*. Shirts and closed-toe athletic shoes are to be worn in all public and recreational areas. No footwear other than shoes with non-marking soles may be worn on the wooden floors or in the equipment room areas. Clothing that is considered offensive to others will not be allowed.

Appropriate Behavior

All members should conduct themselves appropriately when visiting *Wellness Works*. Any inappropriate behavior, violation of safety rules, or interference with another member's rights could result in loss of membership.

Upon entering the equipment floor or the aerobic room areas, please practice proper etiquette at all times:

1. Please remember that the usage of the cardiovascular equipment has a maximum 30 minute time limit.
2. Wait your turn on the equipment. Once the member has left and cleaned the equipment, you can then take your turn.
3. Remember to wear a t-shirt and appropriate shoes on the equipment floor at all times.
4. Clean each piece of equipment after you have finished using it.
5. Keep noise to a minimum so as not to disturb your neighbor.
6. Only water is allowed in the equipment or aerobic room areas.
7. When finished with the weights, return all weights to their proper storage areas before leaving the piece of equipment in use.

Membership Policies

Terms and Conditions

The guidelines contained herein are not inclusive. Amendments to *Wellness Works*' rules and regulations may be made from time to time as necessary. Interpretation of the rules will be at the discretion of *Wellness Works*.

Guest Policy

Guests may use *Wellness Works* when accompanied by a member. Members are responsible for the appropriate attire and behavior of their guests. Members may bring as many guests as desired into the facility, but we ask that you limit the same guest to three total visits during a calendar year. Guest fees are \$10 per visit and should be paid at the front desk upon arrival. *Wellness Works* reserves the right to limit the number of guests brought into the facility by a member in one day. Guests must be at least 13 years of age and must sign a waiver for each visit upon usage of the facility. Guests between 13 - 15 must remain with the member while working out.

The third Friday of each month is **Free Guests Day**. Each member may bring in one guest on that day at no charge. Additional guests will be charged the customary \$10.

Membership Fees and the Right to Cancel

The fee structure of *Wellness Works* consists of monthly fees. Members may cancel a membership within three business days of signing a membership contract and request a full refund. After three days, members maintaining a membership contract of six months or twelve months may cancel only at the end of their contract term.

Membership Freeze

Members may request that their memberships be placed on a “membership freeze.” A membership freeze refers to a membership that has been temporarily put on hold due to medical reasons. Membership dues will not be requested during the freeze period. The following guidelines must be met:

1. Freeze requests must be a minimum of two months and a maximum of twelve months in length.
2. Requests for a freeze must be completed in writing on a Membership Freeze Request form and accompanied by your membership card.
3. In the case of a freeze request due to medical limitations, a doctor’s note must accompany the request form.
4. Extensions after the original return date, as indicated on the Membership Freeze Request form, will be considered according to the same guidelines as the original request including providing a physician recommendation in the case of a medical freeze. *Failure to make an extension request could result in your account being billed during the next billing cycle.*
5. *Wellness Works* will retain possession of your membership card during the extent of your frozen membership.
6. In memberships of more than one person, non-frozen members will be billed at the appropriate billing rates (i.e. single or family).

Membership Bridge

Members may request that their memberships be placed on a “membership bridge.” A membership bridge refers to a membership that has been put on hold due to extenuating circumstances.

1. Bridge requests must be a minimum of two months and a maximum of six months in length.
2. Requests for a bridge must be completed in writing on a Membership Bridge Request form and accompanied by your membership card.
3. Extensions after the original return date, as indicated on the Membership Bridge Request form, will be considered according to the same guidelines as the original request. *Failure to make an extension request could result in your account being billed during the next billing cycle.*
4. *Wellness Works* will retain possession of your membership card during the extent of your bridged membership.
5. In memberships of more than one person, non-bridged members will be billed at the appropriate billing rates (i.e. single or family).
6. In the case of memberships where all members will be bridged, members will be billed one-third of total monthly dues during the bridge period.

Medical Memberships

If a member has a medical need for exercise, a special medical membership may be granted. A written note from your physician is required for a medical membership. This membership is valid for a period of three months with one renewal option, for a total of six months. Once the medical membership expires, the member may convert to a full membership.

Student Memberships

Students ages 17 to 23 may sign up for a student membership.

Senior Memberships

Members 65 years or older are eligible for a senior membership. All membership privileges remain the same as with a full membership.

Fitness Assessments

Upon signing the application for membership, a health questionnaire must be completed. The health questionnaire allows the Wellness Works' professional staff to determine your health background and it will assist the fitness specialist to better assess your fitness level and abilities during the fitness assessment testing. It is recommended that the fitness assessment be scheduled within one month of signing the application for membership. The fitness assessment is performed by a trained fitness specialist and consists of the following:

- submaximal cardiovascular test;
- weight measurements;
- body composition measurements;
- cholesterol screening (optional);
- resting and exercise blood pressures; and
- flexibility testing.

A consultation is also recommended as an introduction to the facility. During this consultation, the new member meets with a fitness specialist to review the different pieces of recommended equipment and to establish an appropriate exercise routine based on the individual's capabilities as derived from the health questionnaire and fitness assessment.

It is recommended that a follow-up evaluation be conducted after the first month of membership and then after a one year period. After one year, fitness assessments are available for a nominal fee.

Additional Services

Personal Training

Wellness Works' personal trainers are available for one-on-one training sessions. Packages of 4, 6, or 10 sessions are available to both members and non-members. Personal training is conducted only by professionally certified trainers within *the Wellness Works* facility.

Kiddie Kare

Members have the opportunity to drop off their children in the Kiddie Kare area. Activities are developed that are specific to the capabilities and desires of both the child and the parent. Parents must be in the facility while the children attend Kiddie Kare.

The schedule for Kiddie Kare is as follows:

Monday - Friday
8:00 AM- 12:00 Noon
4:30 PM - 7:30 PM

Apple Apparel

Wellness Works offers a complete selection of logo apparel, workout wear, and miscellaneous workout necessities in our front desk display area. Questions and orders may be directed to any staff personnel available.

Permanent Lockers

Both the women's and men's locker rooms have a limited number of individual lockers for monthly rental. To inquire about this convenient amenity, speak to the front desk attendant.

Conference Room

Wellness Works maintains a 1,000-square-foot full-service conference room that can accommodate up to 100 people. The conference room, including presentation aids, are available for rental.

Special Programming

Wellness Works will from time to time offer special programs available to members and non-members for a nominal fee. Programs include Fat to Fit and Loving It, Safesitter, Smoking Cessation, Stress Management, CPR, and more. Please feel free to take advantage of any of these opportunities.

The Fitness Floor

Cardiovascular Training

Wellness Works has over 40 pieces of cardiovascular training equipment, so there will always be equipment available for a great workout. Treadmills, elliptical movers, stair climbers, step mill, upright and recumbent bikes, and rowers are just some of the equipment maintained on the fitness floor. Members can watch and listen to televisions with audio headphone capability.

Towels are provided for members' personal use while exercising. Cleaning towels are also available to the members for wiping down the equipment after each use. We ask that members wipe down the equipment after each use.

No footwear other than shoes with non-marking soles may be worn in either the aerobic rooms or the equipment areas.

Weight Resistance Training

The weight resistance training side of the fitness floor has both free weights and weight resistance machines. As members feel more comfortable using weight and resistance equipment, they are encouraged to use both the machines and the free weights for a comprehensive, full-body workout. Members are asked to adhere to the following guidelines when using the weight area:

1. When finished, return all weights to weight trees and racks and all dumbbells to their proper location.
2. Refrain from profanity or behavior that other members may find to be offensive.
3. Use proper form for each exercise.
4. Always use clips on Olympic bars and curl bars - *always!*
5. Ask any staff person for assistance or for a spot.
6. Wipe down equipment after each use.

The Aerobic Programs

Wellness Works takes pride in offering safe and effective aerobic classes. All of our instructors are trained and certified by professional aerobic organizations, as well as, certified in Cardiopulmonary Resuscitation (CPR) and First Aid by the American Red Cross. Please feel free to discuss with them any concerns or questions that you may have.

Orientation

We ask that all those that wish to participate in our aerobic classes attend one aerobic orientation class which lasts approximately 30 - 45 minutes. It is designed to teach you correct exercise alignment, proper stretching techniques, and how to monitor your heart rate, as well as, your intensity levels. Check the aerobic schedule for class days and times.

Classes

Our instructors are trained to teach several types of classes - Step, Cycling (Pace), Aerobics, Yoga, Pilates, Circuit Training, Resist-a-Ball, Medicine Ball, etc. Class guidelines: To achieve an effective aerobic workout, all participants need to work **at their own pace** and keep their pulse rate within their target heart range for a minimum of 20 minutes. Never completely stop during the aerobic portion of the workout. **Please notify the instructor immediately** - if your pulse rate is abnormally high, low, or irregular, if you feel any dizziness, pressure or pain in the chest, severe breathlessness, nausea or sudden pain in muscles, bones or joints, or any other unusual reactions that occur while exercising. Notify the instructors of any special medications that you are taking which might effect your heart rate; i.e. blood pressure medicine, heart medicine, antidepressants, etc. Refrain from eating at least one, preferably two hours, before participating in any aerobic exercise. Also, it is advisable **NOT** to consume alcohol prior to exercising and refrain from smoking immediately before a class — as either one or both of these can effect your heart rate and cause dizziness. Drink plenty of water before, during and after exercising to replenish any lost fluids. You may bring a bottle of water to class or a water fountain has been provided in each aerobic room for your convenience.

Suggestions for Sticking With An Exercise Program

- With the help of *Wellness Works'* fitness professionals, set realistic goals.
- Don't expect too much too soon.
- Map out a plan for meeting your goals -- our fitness professionals can help you.
- Be consistent. Keep exercising. Missing one workout a week equals up to three months of missed workouts per year.
- Vary your equipment use. Don't always use the same piece of equipment for each workout.
- Change your workouts at least once every three months
--- Variety is the spice of life!
- Maintain a workout log to monitor your progress.
- Find a workout partner...this encourages you both to stick with your exercise program.
- Always warm up prior to exercise and gradually cool down after your workout. Also, include appropriate stretching exercises to enhance flexibility and reduce the risk of injury.
- Reward yourself with an occasional massage, manicure, shopping spree, special treat, etc.

**Make Exercise A Habit
-- Don't Ever Quit!**

Wellness Works Staff

Exercise is only one part of getting fit, and fitness is only one part of total health. If you are really serious about looking better, feeling better and having more energy, NOW is the time to make a commitment to *wellness*.

Our professional staff consists of our Director, Medical Director, Program Managers, Desk Assistants, Personal Trainers, and Instructors. As a staff of professionals, we work hard to understand your health needs, to encourage you to make positive lifestyle changes, and to consistently monitor your progress. With certified fitness professionals working along with you every step of the way, you can be assured that we, working as a team, will be able to develop the very best health and fitness programs available.

Wellness Works' instructors hold various certifications starting with group fitness instructor, personal trainer, yoga, pilates, nutrition, etc. Our professionals work hard to stay current with the fitness industry's latest trends and insuring that all precautions are taken to ensure you a safe and effective workout program.

Your program may consist of one or several different types of exercises or classes:

Exercise Programs

- Floor Aerobics
- Step Aerobics
- Power Pacing/Cycling
- Conditioning/Sculpting
- Yoga & Pilates
- Weight Training
- Interval Training
- Circuit Training
- Cardiovascular Equipment
- Resistance Equipment
- Resist-a-Ball, Medicine Ball, & Body Bar classes

Education Programs:

- Nutrition/Weight Management
- Stress Management
- Healthy Back
- Smoking Cessation

With such a varied group of professionals on staff and available to work with you, you can be assured that you will be taken care of from the minute that you walk into the facility until the time that you leave. Our staff's goal is to help you make a change for a lifetime -- to develop a program that becomes a part of your everyday quest for health and fitness.

Other Services Housed in Our Facility

Congregational Nursing

Congregational Nursing is a partnership between Self Regional Healthcare and local churches. It has been established in order for the two partners to work together to enhance the wellness of the community by supporting the churches in reclaiming their role in healing and caring ministries. Congregational Nurses are involved in, but not limited to the following activities:

- hospital, nursing home or home bound visitation
- personal health counseling
- referral source or liaison with other community resources
- organizing health fairs
- conducting blood pressure screenings
- conducting health promotion seminars and programs
- coordinating volunteers around a family crisis
- networking with other organizations to meet the needs of the congregation
- creating support groups regarding various health issues

Call (864) 227-4677 for more information.

Greenwood County Safe Kids Coalition

Officially formed in January of 2001, the Greenwood County Safe Kids Coalition is a partnership between Self Regional Healthcare and a group of organizations and concerned citizens devoted to reducing the number of preventable childhood injuries. Affiliated with National Safe Kids and South Carolina Safe Kids, Greenwood County Safe Kids is dedicated to helping raise awareness among the general public and policy-makers to prevent deaths and injuries to children ages 14 and under from:

- Motor vehicle crashes · Bicycle crashes · Drownings
- Fires and scald burns · Poisonings and chokings
- Unintentional shootings · Falls

Call (864) 330-6042 for more information.

Wellness In Neighborhoods (W.I.N)

Through the Wellness In Neighborhoods program, all of Greenwood County can grow healthy-one neighborhood at a time. W.I.N. is an exciting program developed out of the partnership between Self Regional Healthcare and the Greenwood Area Chamber of Commerce. The program is funded by The Duke Endowment. W.I.N. will seek to empower neighborhood residents to improve their own health thereby improving the overall health status of Greenwood County. The program is resident driven and is based on the health concerns of the residents in the neighborhoods.

Call (864) 330-6048 for more information.

Community Health Education

The Community Health Education department is housed inside the *Wellness Works* of Self Regional Healthcare facility. In existence for eleven years, this department coordinates and presents health and wellness education programs in the Upper Savannah Region. Clients include the community, business and industry, schools, individual neighborhoods, and civic groups. A description of programs and services follows:

Health Fairs:

- Blood sugar screens
- Cholesterol screens
- Blood pressure screens
- Body fat analysis

Educational Programs:

- Smoking Cessation
- Weight Management
- Stress Management
- Safesitter Training
- Special Deliveries Prepared Childbirth
- CPR/First Aid (American Heart Assoc. & American Red Cross)
- Bloodborne Pathogens

**For more information or to schedule a program,
please call (864) 227-4664**



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