
Membership Handbook



540-564-5682
2500 Wellness Drive
Harrisonburg, Virginia 22801
RMHWellnessCenter.com



Center Hours of Operation

Monday-Thursday	5:15 AM - 9:30 PM
Friday	5:15 AM - 9:00 PM
Saturday	7:00 AM - 7 :00 PM
Sunday	10:00 AM - 7:00 PM

Aquatics Facility Hours of Operation

Monday-Thursday	5:15 AM - 9:15 PM
Friday	5:15 AM - 8:45 PM
Saturday	7:00 AM - 6:45 PM
Sunday	10:00 AM - 6:45 PM

*All hours are subject to change. Please visit
RMHWellnessCenter.com for the most current schedule.
All members and guests must be out of the building at closing time.*

Membership Business Office Hours

Mon - Thurs	9:00 AM	7:00 PM
Friday	9:00 AM	7:00 PM
Saturday	11:00 AM	3:00 PM
Sunday	11:00 AM	3:00 PM

Track Side Café Hours

Mon - Friday	6:30 AM	1:30 PM
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Kidz Klub Hours

Mon - Fri	8:15 AM	1:30 PM
Mon - Thurs	4:00 PM	8:00 PM
Friday	4:00 PM	6:30 PM
Saturday	8:15 AM	1:00 PM

YES Club Hours

Mon - Fri	4:00 PM	7:00 PM
Saturday	8:30 AM	12:00 PM

Pool Temperatures

Fitness	82° - 84°
Warm Water	92° - 94°
Hot Tub	101° - 103°

Lap Conversion Chart

Indoor Track:	12 laps = 1 mile
Outdoor Track:	3 laps = 1 mile
Fitness Pool:	1 length = 25 yards

Sentara RMH Wellness Center Important Phone Numbers

Business Office	564-7197
Membership Office	564-5685
Fitness Programming	564-5693
Group Fitness	564-5694
Aquatics	564-5521
Weather Line	564-5682
Children’s Programs	564-5684
Website	www.RMHWellnessCenter.com

Guest Admission Rates

Adult (ages 18 and up)	\$15.00
Adult with member	\$10.00
Youth Guest (ages 10-17)	\$8.00
Child Guest (ages 5-9)	\$6.00
Infant/Tot (ages 4 & under)	\$4.00

Guest Pass Booklet (6 booklet maximum per year.
Available for purchase by members only.)

Member: \$35.00/5
Nonmember: \$75/5

*Guests under 18 must be accompanied by a supervising adult.

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Welcome

Welcome to the Sentara RMH Wellness Center, the area's only medically integrated health and fitness center. We are excited that you have chosen us for your wellness needs.

The Sentara RMH Wellness Center is committed to a set of Core Values. Our core values are people, quality, safety, service and integrity.

Our Mission Statement

We improve health every day

Vision Statement

To be the wellness center of choice in the community we serve.

Safety

Our ultimate goal is to improve your overall health and well-being. Regular physical activity is safe and healthy for most people. However, some individuals may have health-related risks that might be aggravated by participation in a physical-activity program. Members and guests should see a physician before beginning a new exercise routine or trying a new routine and always follow their physician's recommendations. There is a possibility of minor, serious, fatal, accidental or other injury or illness occurring during or as a result of exercise, use of equipment, or activity programs on center property. In the event an employee is notified of an emergency, the RMH Wellness Center will utilize 911 services.

An AED is located at the front desk and first-aid kits are located at the front desk, fitness floor desk, pool deck and children's areas. Members and guests should observe all posted signs and use caution when exercising. Members are responsible for their own safety and adherence to rules.

Code of Conduct

The Sentara RMH Wellness Center prohibits inappropriate behavior and conduct. This includes, but is not limited to:

- Profanity, harassment or abusive language or attire. Harassment includes, but is not limited to derogatory remarks, jokes, inappropriate comments or innuendos, unwelcome touching, or displaying offensive material.
- Use of alcohol, drugs, tobacco
- The removal/vandalism of Wellness Center property
- Criminal conduct of any kind.

As a member of the Sentara RMH Wellness Center we ask that you abide by the policies that are outlined in this membership handbook.

Child Access in the Facility

To ensure the safety of all members and guests, all members and guests are required to adhere to the following guidelines related to use of the facility and equipment. These guidelines may be adjusted as deemed necessary by the management team; safety is always our top priority.

Direct Adult Supervision or With Parent means that a parent or other authorized guardian should be in the same designated area, maintain constant visual contact.

Children 4 and under may access the indoor track when a parent/adult guardian remains within arm's length of child. Please observe posted rules.

Children ages 5-9 may access the following areas with a parent or under Direct Adult Supervision:

- Aquatics area
- Basketball arena
- Indoor track

Children under age 10 do NOT have access to the following areas:

- Fitness Floor
- Group Fitness Studio
- Equipment in the Stretching Areas

Children, ages 10-13 may access the following areas with a parent and under Direct Adult Supervision:

- Fitness floor (with proper orientation),
- Arena
- Group Fitness Studio
- Pool
- Indoor track

Children, ages 14-15 years of age have full access to the facility while a guardian is in the facility.

Members, ages 16-17 may use the facility without a guardian in the facility.

Non-members, ages 16-17 must be accompanied by a supervising guardian, age 18 or above.

Please see specific areas in this book for more information.

Whirlpool & Sauna

The whirlpool and sauna can be a very relaxing and therapeutic experience. However, due to extreme temperatures, the whirlpool and sauna can also be dangerous to your health. Please consult a physician prior to entering the whirlpool or sauna, and limit usage to a maximum of 10 minutes. **Children ages 4 and under are not permitted** in the whirlpool or sauna. **It is not recommended for children ages 5-12** to use the whirlpool or sauna and may not use without parental supervision. Please observe the posted rules before entering either facilities.

It is not recommended for the following individuals to use the whirlpool or sauna:

- Children under the age of 12 (4 and under not permitted)
- Women who are pregnant, sick or the elderly.
- Individuals with heart disease, diabetes or medical issues
- Those who have high or low blood pressure
- Those with a past history of heat-related conditions
- Anyone currently taking anticoagulants, antihistamines, vasoconstrictors, stimulants, alcohol, narcotics, or tranquilizers
- Immediately after exercise
- Adults and children with sickness/communicable disease

Aquatic Programming

Swim lessons are offered year round for both individuals and groups for ages 6 months to adults. Lap lane availability is posted in the aquatics area. For the casual swimmer, we offer group water aerobic classes Monday -Saturday. Aquatic equipment is available on the pool deck for adult use only. Please be considerate of participants in group exercise or swim classes when these activities are in session.

General Policy and Procedures

Animals

Pets or companion animals are **not** permitted in the facility, unless the animal is a service animal. A service animal is trained to perform tasks or duties in the care of a person with a disability who requires specific assistance for the disability or is an on-duty law enforcement animal. Service animal must remain leashed and under the responsible person's control at all times. The animal will be excluded if it poses a health or safety risk, is not housebroken, excessively barks or if it is out of control and the handler is unable or unwilling to effectively control it. The animal's owner is liable for any damage caused by the animal.

Attire

Members must wear shirt and shorts or pants at all times while in the facility, with the exception of the pool. Members and guests must wear non-marking rubber soled, closed toe shoes on the fitness floor and track. Bathing suits, leotards, or shorts must be worn in the pool at all times. Aqua shoes are allowed in the pool area.

Business Office

The Business Office is open from 9am to 5pm Monday through Friday. Any questions related to your membership account should be addressed during these hours. The business office may be reached at 540-564-7197.

Cell Phones, Mobile Devices & Camera Use

For the courtesy and privacy of all guests:

- **Cell phone and mobile device use is prohibited in the locker rooms.**
- **Taking pictures or videos is prohibited in the building unless approved by management.**
- **Cell phone conversations are strictly limited to the front lobby reception area only.**
- **Headphones must be used when listening** to music or for video viewing purposes on the fitness floor.
- **Please silence your ringer** when attending a group fitness class.

Checking In - Members

All members must check in at the reception desk upon arrival. Members will scan their key tag under the scanner for access. We encourage you to secure your valuables. A limited number of locks are available at the front desk for day use and must be returned at the end of your visit. If locks are not returned or must be cut off, a \$5 fee will be charged to your account. For your convenience, towels are available at the desk.

Checking In - Guests

Guests are welcome in the facility for a fee. All guests must check in at the reception desk, pay the appropriate fee and sign a waiver prior to using the facility. Guests under age 18 must be accompanied by a parent or legal guardian, 18 or older. The adult will need to sign the waiver form. Guest fees are posted at the front desk.

Comment Center

We value your input as we believe this is how we can improve our services to meet your needs. We appreciate any and all recommendations, comments, and concerns. Comment cards are available at the Comment Center at the front desk to assist us in our commitment to excellence in all areas of the facility. If you wish to discuss written comments, please include your contact information on the card.

Emergencies

Emergency exits are clearly marked throughout the Wellness Center. Alarm panic buttons are located in the locker room, aquatics, and group fitness studio areas. In the event of an emergency, press the nearest panic button to contact the nearest staff member. Always notify a staff member as soon as an accident or injury occurs. In the event of an emergency, the staff will activate the emergency response system. Dialing 9-911 on any of the Center's phones activates Emergency Medical Services.

When a facility evacuation is required, all members and guests should exit the building at the closest exit and gather at the outdoor track on the south side of the facility. Children in Kidz Klub and YES Club will be evacuated by staff and be taken to the outdoor track.

Inclement Weather

Due to inclement weather, the Wellness Center may cancel classes, programs or close the facility. For the most up to date information regarding cancellations please call the Wellness Center at 540-564-5682 or view our Facebook page, or website at RMHWellnessCenter.com under Announcements section.

Lost and Found

Items found in the Wellness Center can be turned into the reception desk where they will be retained for 30 days. The Sentara RMH Wellness Center does not accept responsibility for any lost or stolen items.

schedule.

Group Fitness classes

When group fitness classes are being held, the open pool areas are only available for class participants. Please see the schedule for more information.

*Pool Schedule subject to change.

Adult Swim

Adult swim is a time reserved for adults, 18 and over to swim and exercise in the pool. Children are not allowed in the aquatics facility during this time. (Exception: only children participating in scheduled swim lessons with a staff instructor are able to be in the pool during this time.)

Mondays: 11:30am-12:30pm (*all pools*)

Tuesdays: 11:00am-3:00pm (*warm water pool*)

Thursdays: 11:00am-3:00pm (*warm water pool*); 5:30pm-6:30pm (*all pools*)

Saturdays: 7:00am-9:30am (*all pools*)

Child Access to the Warm Water Pool

Please see the pool schedules for classes and activities.

Children may leisure swim in the warm water pool during the following times:

Mon: 5:15 - 10:30am; 12:30pm - 2pm; 3 - 9:15pm

Tues: 5:15 - 8:45am; 9:30am - 11am; 3 - 9:15pm

Wed: 5:15 - 10:30am; 11:15am - 2pm; 3 - 9:15pm

Thurs: 5:15 - 8:45am; 9:30 - 11am; 3 - 5pm; 6:30pm - 9:15pm

Fri: 5:15 - 10:30am; 11:15am - 2pm; 3 - 8:45pm

Sat: 9:30am - 6:45pm

Sun: 10am - 6:45pm

Rehab Services

Sentara RMH Rehab Services has shared use of the warm water pool Tuesdays and Thursdays, 11 a.m.-3 p.m. This time is reserved for adults 18 and older utilizing the pool for rehabilitative exercise activities.

lockers for a fee.

For your convenience, lotion, hair dryers, body wash, shampoo and conditioner are provided in the locker rooms.

Multi-Purpose Basketball Court

A schedule of available activities will be posted at the arena including basketball and special programs. Programmed space is subject to change if deemed necessary by the center. Unscheduled use is on a first-come, first-serve basis.

Aquatics

Members and guests swim at their own risk. The lifeguards will observe, monitor, and address behaviors and emergencies situations in accordance with our policies and in accordance with their respective certification standards. If you are not a strong swimmer, please be proactive and communicate this information to the lifeguard before entering the pool.

General Pool Rules

- Children under the age of 14 must have direct adult supervision at all times in the pool and locker room areas.
- A cleansing shower is required before entering pools.
- Children in life jackets or other flotation devices must be within arms length of adult guardian.
- Extended underwater swimming and breath holding activities are strongly discouraged.
- No food allowed in pool area.
- No running or horseplay allowed on deck.
- No diving allowed.
- Those with open sores should not enter the pools.
- Proper swimming attire for a family fitness center is required at all times.
- Infants and toddlers must wear swim diapers (available for purchase at the reception desk).

Pool Access

Please see the pool schedules for classes and lap lane

Messages/Paging

The Sentara RMH Wellness Center uses an overhead paging system for emergencies or special circumstances only when deemed appropriate by the receptionist.

Programs

The Sentara RMH Wellness Center offers a variety of programs to assist you to improve your health. From personal training to group fitness, swim lessons and activities for children, we offer something for everyone. To find out more, visit the membership office for a copy of the current monthly activities calendar or pick up a program brochure located at the Information Center in the front lobby.

You may also visit us online at RMHWellnessCenter.com for the latest program information.

Shop

Sentara RMH Wellness Center has apparel, fitness equipment, headsets, swim gear and more available for purchase at the Shop located next to the reception desk. For assistance, please see the receptionist.

Tobacco Free Campus

The Sentara RMH Wellness Center is a smoke and tobacco-free campus. The use of tobacco, smokeless tobacco products, and e-cigarettes are not permitted in the facility or on Sentara RMH Wellness Center property.

Towels

Clean towels are available on the shelves located at the front desk and on the fitness floor desk. Soiled towels may be placed in the towel bins outside of the men's or women's locker rooms or in the laundry bins located throughout the center. Please return towels to the laundry bins before exiting the building.

Trackside Café

The Trackside Café is open Mon.-Fri. from 6:30 a.m.- 1:30 p.m. Vending machines are available during operational hours. All food and beverages must be kept in the lobby with the exception of non-breakable containers with closed tops.

Child Care

Child care is included for child members on a one parent or family membership. The non member child care fee is \$5.00 hr/child.

Kidz Klub

Kidz Klub provides quality childcare for members and guests in a secure, creative and safe environment. Parents and/or guardians utilizing Kidz Klub for child care must remain on the center campus. Kidz Klub has no age restrictions, however, we recommend infants under the age of 6 weeks remain in Kidz Klub no longer than one hour. Infants must arrive in a dry disposable diaper. Cloth diapers are not permitted. In the best interest of your child, there is a 2-hour time limit per child per visit. If a child becomes unhappy or unsettled, the Wellness Center staff may contact the parent to assist with the situation.

Hours of Operation

Monday-Thursday 8:15 a.m.-1:30 p.m.; 4-8 p.m.

Friday 8:15 a.m.-1:30 p.m.; 4-6:30 p.m.

Saturday 8:30 a.m.-1 p.m.

Sunday Closed

YES Club

YES Club is a supervised program for child members who are in **kindergarten and age 5** through age 12. A variety of activities are scheduled each day. Children must check-in with a YES Club staff member upon arrival. Parents and/or guardians utilizing YES Club for child care must be present on the center campus. The YES Club is a complimentary service to all children who are on your membership account. YES Club is offered Mondays, Tuesdays, Wednesdays and Thursdays, 4-7 p.m., and Saturdays, 8:30 a.m.-noon.

Child Safety

Kidz Klub and YES Club activities vary. Please bring your child in active play clothes and closed-toe shoes. Parent must stay on the premises while child is in our care. Food is not permitted inside the Kidz Klub or YES Club areas. Please do not bring your child if they are experiencing any symptoms of illness. If your child is showing signs of illness, the child will be released to the parent. When using child care services, please let our staff know if someone other than yourself will be picking up your child.

Fitness Orientation

Your health and quality of life are top priorities for the staff at the center. To fulfill your commitment to a healthier lifestyle, you need knowledge, support, and motivation. All new members receive a complimentary appointment with a fitness professional and together we will create a customized fitness plan so that you can reach your goals, see continued success and get the most of your membership. To schedule your first appointment, stop by the front desk or call 564-5682.

At your first appointment, you will meet with a Fitness Specialist walk you through the use of the equipment so that you leave feeling confident and comfortable with your fitness journey.

Indoor Track

For your safety please refer to the signs at the track entrance indicating the direction of the track flow. Jogging and walking in the same direction is required. The inside lanes are reserved for walkers, the outside lanes for joggers and passing. Fitness activities may occur on the outside lanes. Closed-toe shoes are required on the track. Track pedestrians have the right of way, so please use caution when entering, exiting or crossing the track. Children under the age of 5 must be with-in arms length of the parent or in a wagon or stroller. Children ages 5-9 must be with a parent and in visual contact with the parent at all times.

Locker Rooms (Age policy subject to change. Please review signage.)

Children age 3 and under may use either male or female locker rooms with a parent. Children age 4 and over must use gender specific locker rooms. For your convenience, a family locker room is reserved for those individuals with small children and members with special needs.

The Wellness Center offers locker services for members and guests. For the safety and security of your valuables, we ask that you refrain from bringing valuables into the center. Locks for daily use can be checked out at the reception desk. Members and guests may use the large lockers on a daily basis. Members requiring overnight storage may rent small

aerobic activity. Participants are asked to follow the safety and fitness cues of certified fitness instructors at all times.

Fitness Floor Etiquette

- Please dress in appropriate clothing. For your safety, open-toe shoes are not allowed in the fitness areas.
- Please limit time on cardiovascular machines to 30 minutes when others are waiting.
- When doing multiple sets on any strength training machine or equipment please alternate sets with other members if members are waiting.
- Please clean all equipment after use. For your convenience, we have disposable disinfectant wipes as well as disinfectant spray bottles and rags. These items are located throughout the center on the fitness floor, stretching area, and in our group fitness studio.
- We recommend that you use hand sanitizer before and after workouts.
- Please re-rack your weights to their original location when finished using them.
- Cell phone conversations are prohibited in the fitness areas. We ask that you limit cell phone conversations to the front lobby area.
- Please avoid wearing heavy or strongly scented perfumes and colognes during your workouts
- If you experience any shortness of breath, dizziness, or chest pain, please notify staff immediately.

Children's Access in the Fitness Areas

- Children under the age of 10 are not permitted on the fitness floor.
- Children ages 10 to 13 require direct adult supervision at all times. Direct Adult Supervision means that a parent or other authorized guardian is in the same designated area and can maintain constant visual contact and the ability to verbally communicate with the child in a normal 'inside' speaking voice.
- Children ages 14 - 15 require an adult in the facility at all times unless they are participating in a supervised program.

Membership Policies

Account Changes

If you need to make changes to your account, please see a membership representative to complete a membership change form. *A signature of the "main member" on the account is required to initiate any account change.*

Account Freeze Terms

Membership accounts that have completed one full billing cycle and in good financial standing may be placed on freeze for a minimum of 1 full month to a maximum of 3 full months (full month increments) in a calendar year. When a membership is in freeze status, the member may not use the facility during the freeze period. A freeze fee is applied (if applicable). All freeze requests must be submitted in advance before the month you would like to go on freeze begins. Requests to put your membership on freeze must be received before the start date of the freeze period. Freeze request forms are available in the membership office. **Requests must be submitted in writing to the membership office during the center's hours of operation.** See associated fees and additional policies below.

Medical Freeze

If you become medically/physically unable to exercise, you may be eligible to place your membership on medical freeze. Medical freezes may be requested by your physician for a minimum of 1 full month to a maximum of 3 full months in a calendar year. You and your physician must complete the medical freeze request form. Early release from a medical freeze will require a note from the physician stating that resumption of physical activity is approved. Otherwise, your membership will automatically become active at the freeze end date. Normal membership dues will resume at the time of release, in full 30-day increments. A 30 day cancellation notice to cancel your membership may not be submitted until the account is in active status. Cancellation fees will apply to include pro-rated dues and full monthly dues payment.

Personal Freeze

Membership may be placed on personal freeze for a minimum of 1 month to a maximum of 3 months within a calendar year. The member is responsible for paying \$15 per month per adult member on freeze of the regular monthly dues during each month of the hold. A 30 day cancellation notice to cancel your membership may not be submitted until the account is in active status. Cancellation fees will

apply to include pro-rated dues and full monthly dues payment.

Monthly Dues Payment Options

- EFT (Electronic Funds Transfer) – Account payments will be electronically debited from a savings or checking account, or a VISA, MasterCard or Discover card.

Late fees are added to all accounts that are 30 days past due. Account will not be cancelled until 30 days after we receive written notice of cancellation. Access to the center will be denied to all accounts that are 60 days past due pending payment of the past due balance.

Cancellations

A 30 day written notice of cancellation may be submitted by the main member on the account after one full billing term. The main member must request cancellation in writing at least 30 days prior to the effective cancellation date via 1) in person in the membership office or 2) via certified mail to Sentara RMH Wellness Center, 2500 Wellness Drive, Harrisonburg, VA 22801. Members who are responsible for the account must submit the written notice. Memberships may not be cancelled by phone or via email. The cancellation date will be effective post 30 days from the date written notice is received by the membership office. Member is responsible for paying all monthly dues, fees and charges for any and all balances due to include the pro-rated dues which fall within the 30 day notice period. Member may continue to use the facility during the 30-day cancellation period. Non-use of the facility does not imply an intent to cancel your membership.

Gift Certificates

Gift certificates in \$50 increments may be purchased for any Wellness Center service through the reception desk. Gift certificates for memberships must be redeemed through the membership office. All other gift vouchers may be redeemed at the reception desk.

Physical Activity Readiness Questionnaire & Waiver

All new members and guests are required to complete a Physical Activity Readiness Screening Questionnaire (PAR-Q) prior to using the facility; with the *exception of children under the age of 17.*

The PAR-Q screens for chronic diseases, associated risk stratification, and potential for exercise related injuries. If one or more of the questions are answered yes, the individual is considered to be at high risk and it is recommended that the individual consult with their physician before participating in a physical-activity program. *It is strongly recommended that all individuals consult with their physician before beginning a new physical activity program.* Members or guests may sign an assumption of risk if they decline a physician pre-activity screening or wish to participate prior to physicians consent after being informed of the basic risks involved in participating and choosing not to follow the guidance provided by the PAR-Q. Anyone refusing to sign the waiver will be precluded from participating in any program or activities at the Sentara RMH Wellness Center.

Member Referral Program

One of the best ways to stay committed to a regular exercise program is to exercise with a friend. We encourage members to refer their friends and family members to the center. Referring member must be in "active" status and in good financial standing for 30 days before they can participate in the Member Referral Program. Referred member must remain a member for 30 days before the \$25 credit is applied to the referring member's account. If a new member mentions a current member's name upon joining, the referring member will receive a \$25 credit to their account. The new member must mention your name as a referral source when joining in order for the current member to receive your referral reward. Referral credits are not redeemable for cash, non-transferable, and non-refundable.

Facility and Programming

Group Fitness Studio

Group fitness classes are open to all members and guests on a first-come, first serve basis. Child members ages 14 and over have full access to group exercise classes.

Children ages 10-13 must be accompanied by an adult.

Children under the age of 10 do not have access to group fitness classes. Non-marking athletic shoes are required for all