



MEMBERSHIP HANDBOOK



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Mission

To be the most desired medically integrated fitness facility in our region, providing the safest, cleanest, friendliest environment, which delivers wellness education to the community we serve.

General Information

Thank you and welcome to your first step to a better fitness experience. HealthFit - Powered by Sarasota Memorial is a medically integrated fitness facility open to the community and guests, as well as Sarasota Memorial Hospital team members. Before beginning any new exercise program, please consult your physician. We also recommend a complimentary comprehensive health risk assessment with one of our degreed and certified fitness professionals and a general equipment orientation. When necessary, management reserves the right to suspend or terminate any membership or request a member or guest to leave the facility.

Medical Fitness Association – What Medically Integrated Means

Medically integrated health and fitness centers are defining the future of professionally administered programs and services to an aging population, and are improving outcomes for clients/patients with chronic diseases and multiple risk factors. These centers have proven they can provide a continuum of care, fulfill the mission of their sponsoring institution, and be financially viable in a variety of communities. The pioneers in the medical fitness industry believe the future of hospitals and other wellness/fitness organizations is in improving the health status of the communities they serve.

Preventing disease is the key to the future.

The Medical Fitness Association is a non-profit organization whose mission is to foster opportunities for the development and operational success of medically integrated fitness centers. The Medical Fitness Association provides industry standards, educational programs, benchmarks, outcome measurements, and professional development for the medical fitness industry. HealthFit became a Medical Fitness Association certified facility to continue to provide the standard of care deserved by members and clients seeking optimum health.



Hours of Operation

Monday – Thursday 5am – 9pm

Friday - 5am – 8pm

Saturday and Sunday, 7am – 5pm

Holiday Hours: Hours will be communicated by the Front Desk and will vary per holiday.

HealthFit closes promptly at the hour stated. Please plan to complete your workout and locker room use by this time. Management reserves the right to temporarily close certain areas of the facility for announced special events or holidays. Holiday hours and schedule changes will be communicated and posted in advance.

Membership Types

HealthFit offers four types of memberships:

PremiumFit: This membership commits the member to one (1) year from the beginning of their initial membership date. The membership will automatically renew to a month-to-month membership at the end of the year if not renewed. A 30-day notice from the first day of any given month is required for cancellation. Cancellation prior to the end of their term would incur an early termination fee. Refer to your membership contract for more information about your terms and conditions.

FlexFit: This membership allows the member to place their membership on hold for \$5 per month, up to 6 months out of a calendar year. The member can cancel their membership with a 30-day notice from the first day of any given month.

Fit4U: This plan allows the member to use the facility after 3pm to close weekdays, all day weekends and holidays. The member can place the membership on hold for \$5 per month...up to 6 months out of a calendar year. The member can cancel their membership with a 30-day notice from the first day of any given month.

HeroFit: This membership allows members to receive a reduced rate for being a veteran, first responder, or county employee. This rate is good for the primary and sub member on the same account.

Payment Methods

HealthFit accepts cash, check or major credit cards for all services and/or product purchases. Membership dues will be billed monthly via Electronic Funds Transfer (EFT) from a major credit card or debit card.

Medical Freeze

Placing a membership account on “medical freeze” is different than placing the account on “leave of absence.” To place your membership account on medical freeze requires that you obtain a written notice from your physician stating your inability to use the facility. The written notice must provide the date from which you were unable to use the facility and must be submitted to the front desk in a timely manner. Notices can be faxed from the physician’s office to the facility at (941) 917-5279. The membership account will be placed on medical freeze with a minimum one-month leave up to 3 months after receiving the notice. A return date must be included in the notice, which on that date, your membership account will continue to be billed automatically from the Electronic Funds Transfer debit card or credit card account established at the initial sign-up process. If the return date provided changes to a later date, you will be required to obtain another notice from your physician indicating the duration of the extended medical freeze.

Leave of Absence (LOA)

Placing a membership account on “Leave of Absence” allows the member to pay a reduced membership due during the time they are not using the facility. This option is only provided to members with the Month-to-Month membership plan. A qualifying member may request to have his/her account placed on LOA at any time with written notice by completing a Membership Information Change form. These forms are available at the front desk. The minimum time for a LOA is one month, with a maximum of 6 months. If you have multiple members on one account, please specify which members will be taking LOA.

Cancellation

In order to cancel a membership account, a 30-day written notice must be provided by completing a Cancellation of Membership Request Form. These are available at the front desk. The membership account will be cancelled on the first of the month after the 30-day notice of the next billing cycle. A \$199 early termination fee will incur upon cancelling an annual membership prior to the membership expiration date. Month-to-Month memberships will require the written notification 30-days prior to the requested month of cancellation. If a membership account is changed to a status of cancelled, new paperwork and full payment of the initial fee is required.

Reactivation

In order to reactivate a membership account, the member must complete the Membership Information Change Form. These forms are available at the front desk. A medical freeze and LOA do not require reactivation as long as you do not change the indicated return date. Your account will be automatically billed on the return date stated on the medical freeze or LOA form. If a cancelled membership account would like to be renewed, new paperwork and full payment of the initial fee is required.

Declined EFT

Should any membership deduction not be honored by the financial institution for any reason, members will be contacted for the monthly dues and processed a \$25 service fee. In circumstances where HealthFit makes several attempts to receive payment(s), the membership account will be placed on hold until payment is rendered at the front desk, and a collection agency may be contacted. Membership dues will continue to accrue until the member changes the status of the membership.

Age Requirements

Members 13-17 years of age must have a parent's signature on their membership agreement prior to starting an exercise program. Children under the age of 13 are not permitted to engage in or observe any wellness center activity in designated exercise areas, with the exception of programs designated for children. Children under 13 may be placed in our on-site childcare. HealthFit reserves the right to require proof of age.

Member Check-In

All members are required to have a membership card and are required to check in for each visit. All members must have their photograph taken for security purposes. HealthFit reserves the right to prohibit access to anyone without a membership card. Members with a balance on their account may not access the facility until balance has been settled.

Guests

1. Members are invited to bring a guest with a \$10 day guest pass. Non-Member Guests may purchase a day guest pass for \$15.
2. A week-long guest pass may be purchased for \$50. A month-long guest pass may be purchased for \$150.
3. All guests must sign a Liability Form prior to using the facility each time they visit. Guest who are only coming to observe will also be asked to complete a liability form.

Childcare

Childcare center may be used by members and guests for children 9 months-12 years of age. Children may use the childcare center for a **maximum of 2 hours per day**. Proper enrollment for each child is required before using the childcare center. The parent or legal guardian of any child using the childcare center must remain in the HealthFit building at all times. The maximum occupancy of our childcare center is 12. If the childcare center has reached maximum occupancy, you must wait for space to check- in your child. The childcare center hours of operation are listed at the very beginning of our policy. Last check in occurs 15 minutes prior to closing.

Childcare Hours:

Monday – Friday: 9am – 1pm; 4pm – 7:30pm

Saturday: 9am – 11:30am

Sunday: Closed

Prices:

Non-members: \$15 per child per day

Members: \$5 per child per day

Members: \$20 Unlimited per month up to 2 children

Late pickup: If you pick up your child from the childcare center later than the time permitted for use, we will, after the third time, suspend your childcare center privileges for two weeks.

Security: You and your child must enter and exit the childcare center together. For safety reasons, a parent may stay behind in the childcare center for no more than 10 minutes. Parents may not take any photographs or video in the childcare center area. We are not responsible for any lost or stolen items from our childcare center.

Behavior: To address behavioral issues, we will implement the use of "time-outs" for children two years of age and older. We will page parents if a crying child cannot be comforted within 10 minutes. We reserve the right to terminate or suspend childcare center privileges for any child who exhibits unsafe or inappropriate behavior.

Clothing and Diapers: Children must be completely covered on top and bottom, including shorts, pants, tights, or other covering over diapers, underwear, or swimsuit bottoms. Children must wear socks and/or shoes. For the child's safety, bare feet are not allowed. Parents are responsible and will be paged to change their own child's wet or soiled diaper.

Food and Drink: Children are welcome to bring a labeled "sippy" cup or other cup that has your child's name clearly written on it. HealthFit will not mix formula for bottles. Food and drink should be limited to non-messy, ready to consume items. If you have any questions, please contact HealthFit Leadership.

Sick Children: In an effort to maintain a sanitary and healthy environment, we may exclude, or require that you remove, from the childcare center any child we deem in our sole discretion to be a sick child. If a child becomes sick while in the childcare center, you must immediately remove the child. If your child does not attend their scheduled day care, preschool, or school due to sickness or illness, your child may not use our childcare center. In extreme cases, we reserve the right to require a physician's verification of wellness before a sick child returns to the childcare center. Any child who exhibits one or more of the following symptoms is subject to exclusion or removal:

- A child with a reportable illness or condition that a physician determines has not had sufficient treatment to reduce risk to others.
- A child with chickenpox, until no longer infectious and the lesions are crusted over.
- A child who has vomited or had any abnormally loose stool within the prior 24 hours.
- A child who has had contagious conjunctivitis (pink eye) or pus draining from the eye.
- A child with a bacterial infection, such as strep throat or impetigo, who has not yet completed 24 hours of antimicrobial therapy.
- A child whose nose must be wiped more than 3 times or is otherwise profusely runny, with either green or clear mucus.
- A child with unexplained lethargy.

- A child with untreated and/or contagious lice, ringworm, or scabies.
- A child with a temperature of 99 degrees axially or higher.
- A child with an undiagnosed rash or a rash attributable to a contagious illness or condition.
- A child with significant respiratory distress (a bad cough).
- A child who is not able to participate in child center activities in reasonable comfort.
- A child who required more care than our staff can provide without comprising the health and safety of other children.

Emergency Procedures: In the event of an evacuation the staff will lead the children to the south lake by the stop sign and small tree. Parents can pick up their child at that evacuation location with ID. No ID will not be allowed to leave with child unless able to identify through our member management system. Staff will lead children back to childcare after the majority of the evacuees have re-entered the building.

Locker Rooms

HealthFit locker rooms are fully equipped. We provide towels at the front desk for showering and gym use. Complimentary day-use lockers, monthly locker rentals, private showers with hair and body soap dispensers, vanity areas complete with blow dryers, and a lounge area are available to all members. To maintain sanitation standards, members must be clothed when sitting in the lounge area. Footwear must be worn throughout the locker room area and traveling into the pool area. Stealing and intentional mishandling of items and fixtures in the locker room is a felony and will result in immediate termination of membership and law enforcement will be notified.

Steam rooms: Steam rooms are also located across the shower area in both locker rooms. Towels or attire should be used to maintain sanitation standards. The steam room is regulated via automatic thermostat which can be altered using the switch outside of the steam room next to the door. Safety guidelines are posted outside of the steam room and should be upheld.

Aquatics

HealthFit has three (3) different aquatic areas. We also employ a Certified Pool Operator (CPO) who regularly checks the quality and function of our aquatic area. We clean our pools weekly and check the chemistry of the water twice a day. Please shower before entering our aquatics area to maintain our water chemistry levels. Proper swim attire is required in pools and spa. Individuals with open wounds or other similar condition that might expose bodily fluid to the water are not allowed to enter our pools or spa.

There is no lifeguard on duty. HealthFit does monitor the pool and spa on a regular basis using surveillance cameras, and periodic walk-throughs. There is no assurance that a staff person will be available to assist you at any given moment. As a result, you are using the pools and spa at your own risk. Policies of the aquatic area are posted throughout the aquatic area on the walls. Failure to comply with them may result in termination of membership. No food or drink is allowed in the pool area other than - Plastic water bottles.

If you experience an emergency and/or witness an emergency, please activate HealthFit's emergency response system by pushing the emergency notification button, which are located by the therapy pool and spa. If there is an emergency in the spa, please push the "Spa Emergency Shut - Off Switch", next to spa. Then use one of the phones located by the men's locker room entrance and pool office to call 911, then call 917-8624 for the front desk. The following equipment - life rings and pool hooks are located in the pool area for your assist with an emergency prior to the arrival of the EMT. In the event of sudden cardiac event, HealthFit has an AED located at the front desk.

Lap Pool: This 25-yard pool has five divided lanes and the depths go from 3' 6" on both ends gradually to 5' in the center. The water is kept at 84°F. During busy times, lap sharing will be implemented. Signs designating lap sharing are posted on the wall by the lap pool.

Aquatic classes and SwimSRQ will utilize the pool throughout the week. At least two lanes will be dedicated to lap swimmers during this time.

Warm Therapy Pool: The warm therapy pool is kept at 94°F to help with blood flow and joint movement. This body of water starts with a depth of 3'6" on the south end and gradually deepens to 4'8".

Aquatic classes will utilize this pool throughout the week. During this time, members are asked to not use the pool at the same time unless the instructor gives approval. SwimSRQ will use this pool throughout the week and will leave half of the pool available for members to use.

Spa: The hot tub has a water temperature of 104°F. There is a timer on the east side of the pool to activate the jets. In the event of an emergency in the spa, there is an emergency shut off switch to shut off the jets on the south wall next to the men's locker room door. For everyone's safety, the maximum capacity indicated on the Spa Policy sign posted on the wall by the spa will be strictly enforced.

Exercise Program Instruction

We encourage all new members to schedule a Health Risk Assessment prior to using the facility. A Personal Trainer will design an exercise program to help you meet your desired fitness goals, as well as instruct you on proper equipment use. The staff will also serve as an information source, answering your questions about the fitness equipment. Please have your Health Risk Assessment paperwork completed and come ready to exercise so that you may receive the full benefits of this session.

Health Risk Assessments, Reviews, and Equipment Orientations

Upon joining, members are entitled to a complimentary health risk assessment and equipment orientation. See the front desk to schedule your appointment. Health Risk Assessments are highly encouraged to ensure the safe recommendation of exercises. Choosing not to participate in the Health Risk Assessment may increase your risk of injury and you take full responsibility of your voluntary use of the facility as outlined in your member contract.

In your Health Risk Assessment, a certified Personal Trainer will meet with you one-on-one to review your health condition, past health history, and exercise goals to identify areas of focus when creating a fitness plan. The staff will then use this information to create exercise recommendations specifically to your health condition and individual goals.

During your Equipment Orientation, the staff will explain the use of the cardio and strength machines. Highlighting safety measure and proper operation of machines on our fitness floor. They may also show exercises that should be done based on the information outlined during the Health Risk Assessment. Throughout the duration of your membership, you may set up a monthly complimentary half hour review session with a Personal Trainer to offer you coaching and guidance so that you may receive the optimum results from your wellness routine. This is only a conversation and not a personal training session. Therefore, specific workout plans will not be provided. If you require specific guidance or workout programming, please schedule a personal training session.

Medical Clearance

At the time of your Health Risk Assessment, the qualified staff member will indicate if it's necessary to receive medical clearance from your physician or specialist before beginning an exercise program. Any member with known cardiac, renal, or metabolic disease should check with their physician before beginning any exercise program. A medical clearance form is given to the member to be completed by the appropriate medical professional and asked to be returned to the facility before the equipment orientation. The member does have the right to waive the need of a medical clearance and will be required to sign off that they assume all liability when exercising.

Group Exercise Classes

Membership includes access to all group exercise classes excluding Pilates Reformer, Gyrotonic, Gyrokinesis, and some medically integrated programs such as Bone Builders and InBalance. Please see the front desk for the group exercise schedule for a list of classes. Registration for all classes is required and can be done online or using our HealthFitSMH mobile app. For the safety of the participants, HealthFit reserves the right to limit class size and request that you do not enter a class more than 5 minutes after the scheduled start time. Waitlisted members will be notified via email and mobile app when members are moved into the registered list. HealthFit ask that you be courteous and remove yourself from the class roster if you know you can no longer take the class so other members can participate. Guests may participate in all group exercise classes upon sign-up and paying a \$15 guest fee (\$10 for guests of members). Fit4U members may take a class outside of their membership hours by paying a \$5 drop-in fee.

Paid classes must be registered and paid for at the front desk prior to participation. Packages are available for members to receive a discounted price for each session. For Pilates Reformer classes, a Pilates consultation must be done prior to registering for a class.

Clinical Programs including but not limited to Big Strides with Exercise, Bone Builders, Fitness Forward, and Cardiac Phase III Healthy Hearts must register for the program and a discounted membership is provided for those enrolled in the program. An evaluation must

be scheduled and completed before entering the program. Anyone leaving the program for longer than a month may be asked to complete a new evaluation. If the member terminates or graduates from a clinical program, a regular membership must be purchased to continue using the facility. Cardiac Phase III Healthy Hearts is an exception.

Group Exercise Studios

Group exercise studios and equipment, excluding the Pilates Studio, are available for member use during non-class hours. All equipment used must be returned properly in their locations. Equipment are prohibited from leaving the studio unless for an exercise class on the basketball court, in which case, the equipment must be returned to the proper place after use by the member. Members must share this space if not in a class and be mindful of others exercising. Use of the sound system within the cabinet is prohibited. Please turn off fans and close the door upon leaving the studio.

One-on-One Services

We provide one-on-one services such as, personal training, Pilates, and Gyrotonic® for an additional fee. Receive individualized, one-on-one attention and individualized programming 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 for additional information and rates.

Free Weights

If you are using free weights for the first time, please ask an Exercise Specialist for help. We would advise scheduling your Health Risk Assessment so that you are properly shown how to use specific equipment that will meet your needs. 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 staff member to spot you when using heavy weights.
- When using multiple sets of weights or performing multiple sets, please follow the policy posted on the walls and allow other members to work in between sets.
- Weights should not be removed from the fitness area or other areas. If used in another area, please return and rerack your weights.
- All weights and attachments must be reracked or placed back in their respective holders.

Equipment Maintenance

Our equipment is maintained and cleaned by our fitness staff daily. To help keep our equipment clean, we ask that you wipe off the equipment with a wipe. If you notice a piece of equipment that is not working correctly or broken, please inform the fitness staff. From time to time, cardiovascular and/or strength training equipment may be out-of-service. When this occurs, please ask an Exercise Specialist to recommend alternate exercises. We appreciate your patience.

Massage Therapy

Massage Therapy Services are available on site for an additional fee. The Massage Suite on the second floor proudly offers licensed, massage therapists specializing in all areas of massage. Massage appointments are 50 minutes long. A credit card is required to schedule a massage appointment. No-shows or less than 24-hour cancellations will be charged the full amount for the massage scheduled. Please call 917-8379 to schedule an appointment.

Member Etiquette

Proper Attire: Gym shorts, T-shirts, tank tops, leotards, tights, warm-up suits and/or sports bras are acceptable. Closed-toed shoes are required at all times. Sandals and open-toed shoes are not allowed. Hospital scrubs are not permitted to be worn while exercising. Language on apparel should be clean and not offensive. Wearing any clothing that violates the code of conduct outlined in your member contract may prevent access into our facility.

Personal Belongings: All personal belongings should be placed in a locker. To maintain a safe exercise environment, bags are not permitted in exercise areas.

Food and Drink: Only water and non-alcoholic drinks in spill-proof containers are permitted in the exercise areas and group exercise rooms.

Conduct: All members are subject to the supervision and guidance of the HealthFit staff. Members can find additional member conduct policy in their member

contract. Members who violate the conduct policy will be asked to leave immediately. Management reserves the right to suspend any member who intentionally violates these policies and/or becomes violent or abusive toward members, facility staff or equipment.

We ask that members:

- Behave in a quiet, well-mannered fashion. Offensive language is prohibited.
- Relay any concerns of guests, other members or staff to the management in private.
- Refrain from smoking. Sarasota Memorial Health Care System is a smoke-free area and smoking is prohibited on property.
- Not be under the influence of alcohol or drugs when using the facility.
- Do not bring guns into the facility as this is against hospital policy. Exception is made for law enforcement.

Solicitation: Sales solicitation is prohibited in and on the facility premise. All promotional flyers must be approved by management before being posted or distributed.

Lost Items: HealthFit is not responsible for any lost or stolen items belonging to members or their guests. Valuables should be stored in lockers. Lost items will be held for one week (7 days) and then discarded unless notified by the member.

Parking and Safety: Parking is available in the parking lot with more parking behind the building and in the shell lot across the street. Staff members are asked

to park in the shell lot to allow members and guests to park in the main lot. Golf cart drivers are available throughout the morning to help transport patrons to and from their cars. Please note that during the weekends, the back doors of the facility are locked and all members and guests should use the main entrance.

To ensure the safety of our members and guests, we ask everyone to not keep anything valuable in your car in plain sight.

Locker and Towel Service: For your convenience, locker rooms have showers, lockers, vanity areas, hair dryers and private changing areas. Baby-changing stations are available in the family changing room. Lockers are for daily use only. Any contents left in lockers overnight will be removed and placed in Lost and Found for one week. Free towel service is provided. Towels are at the front desk. Two towels (small or large) will be given out at one time when requested. You may request a third one after turning one in. Please place used towels in the bins located throughout the facility. HealthFit reserves the right to enter into any lockers at any time within our discretion.

Strength Training and Cardiovascular Areas:

Only HealthFit staff can prescribe exercise programs. Before using any unfamiliar equipment, ask a fitness specialist for proper instruction. Before using the treadmill, always straddle the treadmill belt first; decrease the speed and turn the power off before leaving the treadmill. Please wipe off machines after each use. Please observe posted time limits on cardiovascular machines during peak hours and when

others are waiting. When performing multiple sets on strength-training equipment, please allow other members to use the equipment between turns. Spotters should be used when lifting any heavy load over your body. Bring headphones for the Cardio Theater. Personal audio players with headsets should also be used.

Phone Usage: Courtesy phone are located at the volunteer desk. The phone stations within the fitness facility are for staff use only. Cell phones are allowed to be used in the fitness facility. We ask that if you do carry a cell phone, please keep it on vibrate mode. When speaking with someone on the phone, please keep voice volume down and allow other people to use the equipment during your phone call.

Perfumes and Colognes: We have many members, guests, and patients with varying levels of health sensitivities. We ask our members to refrain from wearing perfumes and colognes while in exercise areas.

We Need Your Help

By following these rules of etiquette, you will help create a peaceful, comfortable environment, helping all members get the most out of their fitness sessions. We welcome your suggestions and appreciate your comments. Please share your ideas, comments, or feedback by completing a comment card located at the front desk.

Helpful Telephone Numbers

Main Number: (941) 917-7000

Fax: (941) 917-5279

Manager: (941) 917-6863

Membership Supervisor: (941) 917-4623

Fitness Center Supervisor: (941) 917-8354

Billing Coordinator: (941) 917-7807

Massage Appointments: (941) 917-8379