



# MEMBER HANDBOOK

## For all membership programs

Dear Member,

Welcome to the Sheltering Arms Pool & Fitness Center. This center is designed to bring people together with disabilities and chronic health conditions to encourage wellness, physical fitness, and nutritional health. Our facility accommodates fitness, health, and wellness programs for people with or at risk for disabilities, caregivers, and their family members. Our staff is specially trained in adaptive fitness and recreation. We are here to help you achieve your fitness and wellness goals. Sheltering Arms is committed to providing high quality healthcare and building healthy and thriving communities. Everyone should expect a safe, caring, and inclusive environment in all our spaces. This membership guide will provide you with some basic information on Sheltering Arms policies and procedures. If you have any comments, questions, or concerns, please feel free to talk with any of our staff. We are here for you!

Sincerely,

Logan-Ann Bruce, ACSM EP, ACSM/NCHPAD CIFT

Manager of Health and Wellness Services

Sheltering Arms Pool & Fitness Center

206 Twinridge Lane

Richmond VA 23235

804-764-5225

[www.shelteringarms.com](http://www.shelteringarms.com)

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## Hours of operation

	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>
<b>Bon Air Center</b> <i>(Fitness gym is closed 12pm-1pm M-F)</i>	7:30am – 4pm	7:30am – 4pm	7:30am – 4pm	7:30am – 4pm	7:30am – 4pm
<b>Reynolds Center</b> <i>(available for Power Ex and S.A.F.E. programs only)</i>	8 am – 12 pm 1 pm – 4 pm	8 am – 12 pm 1 pm – 4 pm	8 am – 12 pm 1 pm – 4 pm	8 am – 12 pm 1 pm – 4 pm	8 am – 12 pm 1 pm – 4 pm

**\*CLOSED FOR THE FOLLOWING HOLIDAYS OR OBSERVED HOLIDAYS**

**New Year's Day**

**Memorial Day**

**June 19<sup>th</sup> (Juneteenth)**

**July 4<sup>th</sup>**

**Labor Day**

**Thanksgiving Day**

**Christmas Day**

**Our pool is closed for 1 week annually for pool maintenance and cleaning. (TBD)**

## Membership Rates:

Our memberships are on a monthly subscription basis with no long-term contracts to sign.

<b>Joining fee (per person and one-time payment)</b> <ul style="list-style-type: none"> <li>Members who opt to use electronic barcode will receive a \$3 discount</li> </ul>	<b>\$25</b>
<b>Membership Type</b>	<b>Cost per month</b>
Adult Membership	\$40
Family Membership (max of 2) <ul style="list-style-type: none"> <li><i>We do not accept minors (under the age of 18) as members</i></li> </ul>	\$70
Replacement card fee	\$5
Silver Sneakers <ul style="list-style-type: none"> <li>Eligibility Verified</li> <li>Must present 16-digit eligibility number</li> </ul>	\$0
<b>Annual maintenance fee per member</b> <ul style="list-style-type: none"> <li>Fee will be deducted on member's anniversary date.</li> <li>Maintenance fee covers yearly price of chemicals, contracted maintenance fees of equipment, and annual cleaning of pool.</li> </ul>	\$50

- Complementary five business day trial period is available for prospective members who have not possessed a membership with Sheltering Arms in the past.
- Memberships are available for credit card holders only and must be set up for automatic withdrawal. At the time of your registration, first months' fees will be required.
- You are required to make staff aware if a credit card on file becomes inactive.
- There is a NO REFUND policy in place. Memberships may be placed on hold per your request (please reference the paragraph below).
- Please note, membership privileges may be revoked at any time if you are unwilling to follow Sheltering Arms Corporation's Code of Conduct.

## Membership Holds:

You may request to have your membership subscription placed on hold. Requests are approved on a case-by-case basis.

- Membership Hold Request Forms can be found on the [Sheltering Arms Partners for Life Splash Page](#) under Forms & Resources:
  - You must complete the Membership Hold Request Form and submit to Health and Wellness Manager.
  - You must provide a signed Physician's note with the start date and anticipated return date.
  - Qualifications: Medical procedure and/or hospitalization documented with a physician's note, financial hardship, or life altering event. General illnesses do not qualify.
  - The hold period begins immediately upon approval from management and notification to you.
  - You may be allowed to place membership on hold a maximum of twice a year for a nonconsecutive period of 3 months at a time. You will not have access to facilities during a hold period.
  - Payments will be collected immediately following the end of the 3-month period and membership will resume.
  - You may cancel membership at the end of a holding period, but 30 days' notice is still required. Membership will end after final payment is collected.

## Membership Cancellation:

You may request to have your membership subscription cancelled.

- Membership Cancellation Request Forms can be found on the [Sheltering Arms Partners for Life Splash Page](#) under Forms & Resources:
  - a. To cancel your membership, you must complete the Cancellation Form and provide the Health and Wellness Manager at least 30 days' notice before your next billing date so that payment can be stopped. At that time, your last month pre-paid monthly fee will go into effect. You will still have that following month to use your membership at Sheltering Arms.
  - b. Active members who become Silver Sneakers eligible must provide 30-day notice when transitioning to Silver Sneakers Membership.
  - c. Silver Sneakers memberships are canceled immediately if member is no longer covered by Tivity Health. Member can purchase an adult membership at that time.
  - d. A Silver Sneaker membership will be cancelled if not utilized within a 3 month period. Please notify Shannon Hernandez (804) 764-5227 to renew your membership.

## Membership Disputes:

- Payments will show on your credit card statement as "VSI\*SHELTERINGARMS".
- Should you have any questions regarding your account balance, account status, or a monthly installment charge; please contact our administrative assistant at (804) 764-5275 and we will be happy to answer your questions.
- Active Members disputing an initial membership payment or a subsequent monthly installment charge, through your banking institution, prior to contacting Sheltering Arms at the number provided in the previous bulleted section above, will result in the membership being cancelled immediately. There will be no opportunity to rejoin as a member in the future.

## Membership Balance Due:

If Sheltering Arms is unable to bill you for monthly dues the following actions and procedures will take place:

- Your membership will be suspended until payment is made and your payment method is updated. A 30-day grace period is given to complete this action.
- If Sheltering Arms is unable to collect the outstanding balance in time, your membership will be cancelled following the 30-day grace period.
- To rejoin, outstanding debt and joining fee will be collected before another membership can be purchased.
- Members who accrue 3 occurrences of membership suspension will be subject to membership cancellation and will not be eligible for future membership at Sheltering Arms.

## Member Benefit: Guest Visits

Members, in good standing with their account and our code of conduct, are allowed to bring a guest for a period no longer than 2 consecutive weeks.

- Silver Sneakers, Power Ex, and S.A.F.E members are not eligible for guest visits.
- Members are allowed no more than one guest at one time in our facility.
- Please notify a fitness team member that you will be bringing a guest within 72 hours via phone, email or in person as walk-ins are not accepted. Person of contact Valerie Boggess, Administrative Assistant, at 804-764-5275
- Health & Wellness Technician will confirm a time that works for all involved parties.
- Guests are only permitted to use facility if present with member.
- Member is responsible for ensuring guests uphold Sheltering Arms Code of Conduct and safety procedures.

- Failure of guest to abide by Sheltering Arms’ policies and safety procedures may result in disciplinary action of member and revoking of guest privileges.
- Guests are required to sign all waivers and liability documents, but a safety orientation is not required.
- Guest fee is \$10 per visit and is due at time of visit.

## Medical and Adaptive Fitness Programs Member Rates:

Our programs are based on a one-time fee.

Power Ex Programs	One time cost per program
Evaluation Fee (applied to total cost of program)	\$49
Performance	\$199
Clinical	\$379
<b>Sheltering Arms Fitness Education (S.A.F.E) Program</b>	
	<b>One time cost: \$110</b>

- There is a NO REFUND policy in place. Membership holds and cancellations do not apply to Power Ex or S.A.F.E.  
*Power Ex memberships only may be extended per request (please reference paragraph below).*
- Please note, membership privileges may be revoked at any time if a member is unwilling to follow Sheltering Arms Corporation’s Code of Conduct.

## PowerEx Program Details

### PowerEx Program Philosophy -

Power Ex is a semi-supervised exercise program designed to transition participants of all conditions and ability levels to independent activity in the community. Our certified exercise physiologists (EPs) utilize evidence-based health behavior change models, individualized and goal centered exercise programs and motivational coaching to educate participants in developing positive health and fitness lifestyle changes. Participation is beneficial to gain tools, knowledge, confidence, and motivation toward reaching independent activity and behavior change goals.

PowerEx provides an opportunity for one-on-one sessions with our EPs and independent workouts in our facility to promote healthy lifestyle and aid in the development of your confidence and motivation as you reach your goals. All PowerEx program options include:

- A 12-week pool and fitness membership to Sheltering Arms Bon Air and Reynolds locations.
- An individualized exercise program targeting your specific needs and goals following ACSM guidelines.
- One-on-one sessions with EP throughout program (6 – Performance/12 – Clinical).
  - a) 60-minute first one-on-one session for exercise program design and education.
  - b) 30-minute subsequent one-on-one sessions throughout your program to review and redesign exercise program and demonstrate new exercises as you progress.
- Placement into each program option is based on your evaluating EP assessment and recommendation.

### PowerEx Program Requirements

Signed medical clearance by physician, if needed.

Participants must have the physical and mental ability to safely perform their exercise program independently. Some assistance from a dedicated caregiver is also acceptable with Clinical fitness option.

Any behavior in violation of handbook and code of conduct while in our fitness centers/pool will be cause for termination of your program without refund.

Complying with PowerEx attendance policy detailed below.

## **PowerEx Attendance Policy**

Attendance policy must be adhered to throughout program duration or risk program termination. Adherence includes:

Performing at least two (2) independent workouts per week at one of our fitness centers throughout duration of program.

Independent workouts are to be completed during each facilities' hours of operation.

Attending all scheduled one-on-one sessions (6 – Performance/12 – Clinical) throughout program within twelve (12) week program duration.

Missing two (2) of these sessions without notice or less than 24-hour cancellation notice will result in program termination.

Any sessions unused/unattended within the twelve (12) week program will be forfeited without a refund.

Vacations no greater than three (3) weeks total throughout the program may not count as nonadherence or termination criteria if EP is advised ahead of time.

Members will receive two (2) warnings of nonadherence with attendance policies before program is terminated.

The PowerEx program lead has discretion in determining nonadherence and program termination on a case-by-case basis.

## **PowerEx Membership Extension**

Requests can be made to have your PowerEx program expiration date extended. Requests are approved on a case-by-case scenario.

Power Ex Extension Request Forms can be found on Sheltering Arms Partners for Life Splash Page under Forms & Resources:

- a. Complete a PowerEx Extension Request Form and submit to the PowerEx program lead.
- b. Qualifications include but are not limited to; medical procedures, illness and/or hospitalization requiring cessation of exercise and documented with a physician's note.
- c. If approved, program is able to be extended a maximum of four (4) consecutive weeks, one time only.

Payment will be expected at completion of initial evaluation prior to start of your program.

PowerEx is nonrefundable. Funds do not carry over to other Sheltering Arms programs and may not be used at a later date.

Payment extensions and financial assistance may be available upon application, qualification, and approval.

## **Sheltering Arms Member, Client, Family, and Visitor Code of Conduct**

Sheltering Arms Corporation (SAC) is committed to providing high quality healthcare and building healthy and thriving communities. Everyone should expect a safe, caring, and inclusive environment in all our spaces.

Our Member, Client, Family, and Visitor Code of Conduct helps us to meet this goal. This Code of Conduct is intended to maintain a safe and caring environment for all members, clients, staff, families, and visitors. Many healthcare systems across the country have similar codes of conduct. Words or actions (oral or written) that are disrespectful, racist, discriminatory, disruptive, hostile, or harassing are not welcome.

Examples of these include but are not limited to:

- Derogatory or offensive remarks about race, color, accent/language, national origin, ethnicity, religion, sex, gender, gender identity or expression, genetic information, sexual orientation, age, disability, veteran/active military status, immigration status, or other personal traits
- Requests or demands for a clinical or other staff member based on the above characteristics
- Physical or verbal threats and assaults



- Yelling or swearing
- Possessing firearms or weapons of any kind
- Sexual or vulgar words or actions
- Spitting, throwing objects, or other violent behaviors
- Possession and or use of non-prescribed drugs, drug paraphernalia, or alcoholic beverages
- Smoking, use of tobacco, or use of electronic cigarettes
- Recording, videoing, or photographing staff without their consent
- Refusal to follow policies, guidelines, or staff instructions
- Disrupting another member's or client's care or experience
- Family/visitor refusal to follow staff requests related to member or client services
- Unwanted communication with a team member not related to member or client services

If we believe you have violated the Code, you will be given the opportunity to explain your point of view. We will always carefully consider your response before we make decisions about future care at Sheltering Arms Institute (SAI) or SAC.

- If you are member, SAC reserves the right to implement disciplinary action, including membership suspension or termination.
- If you are a client, your session may be concluded, you may be asked to leave the premises, and you may not be able to receive services in the future at SAI or SAC.
- If you are a family member or visitor, you may be asked to leave the premises and future visitation may be restricted.
- If circumstances warrant, law enforcement may be notified.

If you witness or are the target of any of these behaviors, please report your concerns to the Quality Department at (804) 764-5290.

## **Membership Discipline**

Sheltering Arms has a no retaliation provision to prevent retaliation from other members as well as staff towards those that have filed complaints. Please note membership privileges may be revoked at any time if a member is unwilling to follow the Sheltering Arms Code of Conduct.

If a member is not following the Code of Conduct as stated in the Membership Handbook, Sheltering Arms Management reserves the right to implement the following actions:

- Verbal warning
- Written warning
- Membership suspension – range from 1 week to 1 month Membership termination – minimum of 1 year if you are granted permission to reapply.
- Please note, membership privileges may be revoked at any time if a member is unwilling to follow Sheltering Arms Corporation's Code of Conduct.

## **FACILITY RULES AND PROCEDURES**

Sheltering Arms has the right to revise facility rules and procedures in its sole discretion.

You are required to present Sheltering Arms Membership ID cards and record visit upon arrival.

Caregivers, who are assisting you solely, are required to complete liability and waiver documents. However, a membership is not required. Any use of equipment by caregivers for purposes other than assisting you will be required to purchase a membership.

## **Liability:**

- Participants must complete a Physical Activity Readiness Questionnaire (PARQ+) form and provide medical clearances as necessary. Sheltering Arms staff will provide information for the physician to sign if required.
- Release of liability and informed consent documents require acknowledgment and signature for all persons utilizing Sheltering Arms membership services.

## **Safety Orientations:**

- Participants are required to complete a safety orientation prior to joining as a member.

Safety Orientations include:

- 1) Signing the Membership Handbook and Assumption of Risk and Liability Waiver
- 2) Having your photo taken for your membership profile
- 3) Providing an active credit card for monthly installment billing
- 4) Enrolling in optional SMS texting to receive pertinent updates
- 5) Participating in a guided walk through of pool deck, fitness center, locker rooms, and orientation to equipment

## **Photo/Media:**

- Unauthorized photo taking or videoing is not allowed for any reason. Any videoing or photographs require prior approval from Sheltering Arms staff.

## **Animals:**

- Only service animals are permitted inside Sheltering Arms facilities.
- Proper verification and identification of certified service animal is required.

## **Transportation:**

- Please make sure your transportation is scheduled to drop off and pick up during our membership hours. Two or more occurrences of transportation arriving outside of membership hours may result in discontinuation of services until there is a resolution for alternative transportation.

## **Locker Rooms:**

### Safety

- If any appliances are broken, please report the problem to a Sheltering Arms staff member.
- Please dispose of catheters, briefs and any other material containing bodily fluid in the biohazard bin.
- Urination is prohibited while in the showers.

### Personal belongings and hygiene

- All toiletries that belong to Sheltering Arms cannot be removed.
- Personal belongings need to be stored in a locker and not on the floor.
- Please use scent-free products.
- Lockers must be kept clean, and locks will be cut off at the end of each night.
- Sheltering Arms is not responsible for any lost or stolen items.
- Private changing rooms are available as needed.
- Maximum length of time in the individual changing rooms is 30 minutes.
- Please be considerate with the length of showers and time in all changing areas due to limited availability.

## **Pool:**

### Safety

- No lifeguards are on duty at the Sheltering Arms pool.
- Windows on the deck are to remain open to access other staff in case of emergency situations.
- Please be courteous of space and time utilizing equipment as multiple services participate in activities in our pool at the same time.
- Participants using the facility must be over the age of 18 unless special approval has been approved by administration.
- Affiliated partners who host children must have an adult with them in the water and be always within arm's length of the therapist.
- Persons experiencing recent gastrointestinal symptoms or fever should ensure that they are fully resolved before returning to the pool. Please wait 48-72 hours after having diarrhea before using the pool.
- Persons with bowel or bladder incontinence and aids (Foley Catheters), infected or draining wounds, heparin locks or IV lines should not enter the pool. A person with a tracheotomy or ostomy may be permitted to use the pool by management in consultation with the attending or primary physician.
- Persons with sore or inflamed eyes, colds, nasal or ear discharges, boils or other acute skin or body infections, or cuts will be excluded from pool use.
- Glass is strictly prohibited in pool area or locker rooms.
- Except for durable water bottles (metal or plastic), all drinks, candy, tobacco, popcorn, gum, alcohol, or food of any kind is prohibited in the locker rooms, hallways, and walkways to and from the pool area and in the pool.
- Please take a cleansing shower before entering the pool or after using the restroom.
- You must dry off before re-entering the lobby areas.
- In the event of an emergency please follow all directions given by Sheltering Arms staff and clear the pool area when directed.
- After one incident of Sheltering Arms staff having to enter the pool for emergency assistance, continued participation may require the participant to always be within arm's length of a caregiver.
- Please ask Sheltering Arms staff for assistance with aquatic wheelchair education. Sheltering Arms staff is not responsible for transfers. If assistance with transferring is needed a caregiver is required to assist.
- Sheltering Arms staff members have the right to deny any pool member entry into the pool if safety or health issue are a concern.
- The pool may only be used when water temperatures are above 82 degrees and less than 94 degrees.
- The pool will be closed for 30-minutes after any incident of thunder or lightning. Please follow all staff orders in the incidence severe weather (i.e., Tornados, Hurricanes, Earthquakes, or other Natural Disasters).
- In the event of inclement weather watch for closures on the local television network WTVR-Channel 6 (CBS).
- Please call the pool hotline, 804-764-5214, before coming to the pool for updated chemical and closure information.

### Attire

- Jeans or clothes that are frayed are not permitted in the pools. Shirts and shorts may be worn over bathing suit but MUST NOT be see-through.
- Indecent exposure is unacceptable in the public areas outside of the locker room. Disciplinary action will be taken with any violators.
- You must provide your own towel.

### Personal Belongings

- Please do not remove any equipment from the pool area.
- Do not remove thermometers from designated areas.
- Please do not touch or remove other people's belongings without their permission.

### **Fitness Center:**

#### Safety:

- Please be courteous of space and time utilizing equipment as multiple services participate in activities in our fitness center at the same time.
- Participants using the facility must be over the age of 18 unless special approval has been approved by administration.
- Please wipe down equipment before and after use with sanitizing supplies provided.
- Linens provided by Sheltering Arms must be disposed of in the blue laundry bags,
- Please return and re-stack all weights and equipment to proper place or ask a staff member for assistance if needed.
- Please do not slam or drop weights.
- Safety clips are required when using the treadmills.
- Closed water bottles are allowed in the fitness center. Other beverages and food should be consumed in the lobby.
- Safe and proper use of equipment is always required.
- If you are unsure how to use a piece of equipment, please ask a staff member in the Fitness Center.

#### Attire

- Clean, close-toed athletic shoes are required. Boots, hard-soled shoes, and sandals are not permitted.
- Appropriate workout clothing, including a shirt, is required. (No jeans with exterior buttons or ripped clothing).
- No personal radios are allowed in the fitness center. Personal radios with headphones/earbuds are acceptable.

#### Free lancing

- Only authorized personnel of Sheltering Arms are allowed to provide personal training services. Any individual who is not contracted by Sheltering Arms may not lead or collect fees for personal training services.
- For adaptive exercise training services provided by Sheltering Arms, please contact Valerie Boggess, Administrative Assistant, at 804-764-5275 for more information. Any fitness staff members will also be able to provide additional information on our services.

## Acknowledgment and Receipt

### I have received a copy of the Membership Handbook.

The membership handbook describes important information about Sheltering Arms Pool and Fitness Center and the Code of Conduct for members. I have received the handbook, and I understand that by continuing my membership it is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it. The membership handbook is available and can be referenced on our [Sheltering Arms Partners for Life Splash Page](#) under Forms & Resources.

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Member's Signature

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Member's Name (Please Print)