

Welcome to the Wellness Institute, Canada's premier medical fitness facility. We offer a total wellness experience through a complete array of programs and professional staff to help you reach your health and wellness goals.

For more information, please visit our website at wellnessinstitute.ca.

THE MEDICAL FITNESS MODEL

As part of Seven Oaks General Hospital – a health promoting hospital – we don't just want to sell gym memberships, we want people to adopt healthier lifestyles. That's why we've chosen the medical fitness model. It's also why we focus on providing real support for the lifestyle choices that prevent illness, aid recovery and better manage chronic conditions.

Our commitment to the medical fitness model provides members with many benefits they would not receive at a commercial fitness centre.

The Wellness Institute follows several national and international guidelines to ensure we always meet the highest standards. We are also certified by the Medical Fitness Association, an international organization that promotes prevention and treatment of disease by integrating exercise-based therapies with health education.

Several factors set certified medical fitness facilities, including the Wellness Institute, apart from other gyms or health clubs:

- active, regular medical oversight;
- qualified and credentialed staff;
- state-of-the-art facility and equipment;
- programs for disease management, prevention and lifestyle change;
- individual health screening with exercise prescription;
- safety policies and ability to respond to emergencies and
- a focus on community health.

Even if your main focus today is on personal fitness goals, you'll see the medical fitness difference at work in the following benefits:

PROFESSIONAL STAFF

Staff in the fitness area hold a degree in Kinesiology or a related field. The team is also composed of Massage Therapists, Group Exercise Leaders, a Registered Dietitian and Personal Trainers that are nationally certified or licensed and have a variety of backgrounds, including athletic training, nursing and physical therapy.

PERSONAL WELLNESS PLAN

All members receive a personal health risk appraisal that provides information on health risks and overall wellness. A fitness assessment may also be conducted which measures cardiovascular endurance, body fat levels and distribution, body composition, strength, flexibility and blood pressure.

Exercise recommendations based on your personal goals help you get results when working out at the facility. Members who are at risk for heart disease receive a Graded Exercise Test (GXT) supervised by a Physician. Annual re-assessments are available to members upon request, at no cost.

HEALTH EDUCATION

A range of health education options, including free classes and community health events, are offered seasonally. Topics such as preventative health, chronic disease management and emotional wellness reinforce and enhance the total Wellness experience.

MEMBER SAFETY

The Wellness Institute has a written emergency response plan and holds periodic safety drills. Knowledgeable, trained staff, first aid kits, AEDs and an emergency response team is available from the hospital as needed.

Members benefit directly from the medical fitness model. When talking with any of our professional staff, members can be assured that they are getting expert information and advice.

about membership

Help us keep your membership records up to date so we can notify you in case of payment issues, closures, rate changes, class cancellations and happenings on site.

CATEGORIES OF MEMBERSHIP

INDIVIDUAL: a full membership that allows full access to the facility during all our hours of operation.

HOUSEHOLD ADD-ON: anyone residing at the same address as an Individual Member may receive this full membership with a discount rate.

SELECTED TIMES: this reduced rate membership allows the use of the facility from Monday to Friday, 10:00 am to 3:00 pm and on Sundays from 12:00 pm to 7:00 pm.

ENROLLMENT FEE

There is a one-time enrollment fee due at the time of joining. If you terminate your membership and later decide to rejoin, the enrollment fee will be collected again. We reserve the right to change the enrollment fee at any time.

using your membership

MEMBERSHIP CARDS

Membership cards are issued when you complete the membership application and payment process. These cards are required for access to the parking lot, to enter the facility and for daily locker use.

A fee will be charged to replace lost membership cards. See the Front Desk if a new card is needed.

CHECK IN

When you enter the facility, you must swipe your card at the Front Desk. All members have a photo image on file to verify ID. If using the facility for more than three hours, please sign the parking register at the Front Desk.

ATTIRE

All members are expected to wear proper exercise attire. Street shoes and sandals are not allowed. Bathing suits are mandatory in the therapy and whirlpools.

GUEST DAYS

Members are invited to bring a guest for free on designated guest days throughout the year. Guests may also access the facility on a drop-in basis at a reduced rate when accompanied by a member.

LOSS OF MEMBERSHIP PRIVILEGES

The Wellness Institute reserves the right to discontinue membership privileges for any of the following reasons:

- intentional misuse of Wellness Institute equipment or facility;
- destruction of Wellness Institute equipment or property;
- theft of Wellness Institute or member property;
- failure to follow proper safety practices and precautions, or any membership/facility policies or procedures;
- fighting on Wellness Institute property;
- use of profanity;
- unauthorized possession of alcohol on Wellness Institute property;
- possession of illegal drugs or drug paraphernalia;
- smoking or use of tobacco products on Wellness Institute property; and
- failure to pay membership fees or outstanding payment for any Wellness Institute service.

Please notify the Wellness Institute of address, phone, name, email and/or banking changes.

BILLING

Monthly dues are withdrawn within the first week of the month and will be withdrawn continuously until you terminate your membership. Monthly dues may be paid by electronic funds transfer, MasterCard, Visa, or American Express.

The Wellness Institute reserves the right to change the monthly dues anytime by giving 30 days written notice.

SERVICE CHARGES

A service charge is assessed for a returned cheque or credit card transaction due to insufficient funds, closed account, unavailable credit line or other similar circumstances. To avoid service charges, please notify the Wellness Institute immediately of any change that will impact your pre-authorized payments.

MEMBERSHIP FREEZES

Members may "freeze" their membership for a minimum of one month and a maximum of six months within a calendar year. During the freeze period, members are not permitted to use the facility.

All freezes commence on the first of the month and conclude on the last day of the month. To activate a Freeze, members must submit a Membership Freeze form (available at the Front Desk) at least three days prior to the 1st of the month.

There is a nominal monthly freeze fee. For members who pay by pre-authorized monthly withdrawals, the monthly payment will be adjusted to charge the freeze fee. Upon reactivation of the membership, normal monthly billing will proceed at the applicable rate.

Members who do not pay by pre-authorized monthly payments must pay the freeze fee(s) at the time of submission. The freeze fee is non-refundable.

Members are welcome to return early from freeze, provided a pro-rated fee is paid for the early return period.

MEDICAL HOLD

Members in good standing may convert to inactive medical hold status, provided that he/she has written notice from a physician that they are unable to use the facility.

Medical holds can be applied for a minimum of one month and a maximum of three months. Medical holds commence on the first of the month and conclude on the last of the month. Should you be able to return early from medical hold a prorated fee for the early return will be charged.

There is no charge for a medical hold. Medical holds can be applied to current or future monthly payments, but cannot be applied to

payments already processed. A Medical hold can be initiated by contacting the Front Desk service associate by phone or in person.

Upon reactivation of the membership, normal monthly billing will proceed at the applicable rate.

CANCELLING MEMBERSHIP

To cancel a membership, members must complete a Membership Cancellation form at the front desk or email the request to finance@wellnessinstitute.ca at least three days prior to the first of the month. Cancellations are effective on the last day of each month. Cancellations will be accepted when a cancellation form has been submitted with the member signature or when a confirmation email from the Wellness Institute has been received. Any outstanding fees must be paid prior to closing a membership account. Members wishing to rejoin at a later date will be required to pay the enrollment fee.

QUESTIONS? CONTACT US:

Front Desk	204-632-3900
General inquiries	info@wellnessinstitute.ca
Account inquiries	finance@wellnessinstitute.ca
Personal Training	personaltraining@wellnessinstitute.ca
Massage Booking	204-632-3900
Kids' Corner	204-632-3913
Rehabilitation & Sports Injury Clinic, Nutrition Counselling	204-632-3910 rehabclinic@wellnessinstitute.ca
Get Better Together	204-632-3927
Cardiac Rehabilitation	204-632-3907
Pulmonary Rehabilitation	204-831-2181
Wellness Future Fund at Seven Oaks Hospital Foundation (donations)	204-632-3552

ACCESS YOUR ACCOUNT 24 HOURS A DAY

Update your account information at anytime using wellnessinstitute.ca or the Wellness Institute App. Make a payment or update payment information, track your visits, update contact information and more.

about the facility

HOURS

MONDAY-THURSDAY	5:00 AM - 11:00 PM
FRIDAY	5:00 AM - 9:00 PM
SATURDAY & SUNDAY	7:00 AM - 7:00 PM

Hours are subject to change without notice. The building is closed: Good Friday; Remembrance Day; Christmas Day; and New Year's Day. The facility is open all other holidays with reduced hours.

We reserve the right to temporarily close certain areas of the facility for announced special events, holidays, repairs or renovations. Please see the Front Desk for a list of special events and the facilities they will occupy.

PARKING

Free member parking is available in our member lot. Handicap parking is also available. Please see the Front Desk to register and obtain a sticker for your vehicle.

KIDS' CORNER BABYSITTING

On-site, supervised babysitting is available for children aged 3 months to 12 years to those members with children or grandchildren. There is a minimal charge for this service and reservations are required. The Kids' Corner includes an outdoor play area and a nursery for infants. Parents or guardians must remain in the facility.

See the back page for more Kids' Corner information.

TRACK SIDE CAFÉ

The café at track side offers a complete menu with everything from smoothies, homemade soups, salads and sandwiches to wholesome bakery items. Access our free Wi-Fi service while you enjoy your snack or meal. See you before and after your workout.

LOCKER ROOMS

Our deluxe locker rooms are spa-like, airy and designed with your comfort in mind. Shower areas include a whirlpool and steam room.

FAMILY LOCKER ROOMS

These separate areas are for parents with younger children or individuals requiring assistance with changing and showering. Rooms are wheelchair accessible.

RENTAL LOCKERS

Small size storage lockers (kit lockers) are available in the men's and women's locker rooms on a first come, first service basis. For rental fee information, please see the Front Desk.

ACCESSIBILITY

The Wellness Institute is a state-of-the-art facility that strives to provide quality access throughout our building. In addition to an elevator and designated parking, we offer accessible showers and bathrooms, a chair ramp into the pool, family locker rooms and specialized fitness equipment.

Attendants do not pay for facility access while providing support for the special needs of a member or guest.

TOWEL SERVICE

Towel Service is available, for details and rates please see the front desk.

CHRONIC DISEASE MANAGEMENT PROGRAMS

Get Better Together – a free self-management program for all chronic conditions – is coordinated by the Wellness Institute and offered at sites province-wide.

Programs for specific conditions such as diabetes, heart disease, stroke and neurological conditions, and lung disease are also available.

WEIGHT LOSS PROGRAMS

Programs are designed by our experts in nutrition, behaviour change and exercise for healthy weight loss. Change your lifestyle and habits – as well as your weight – for lasting results.

MASSAGE THERAPY

Massage has many benefits including providing relaxation and stress relief, improving circulation and range of motion, decreasing stiffness and pain, and relieving spasms and cramps. Call **204-632-3900** or visit **wellnessinstitute.ca** to book online.

PERSONAL TRAINING

Regardless of your current fitness level, personal training can help you stay motivated. Please see the Front Desk for details. To book a session call **204-632-3900**, visit **wellnessinstitute.ca** or email personaltraining@wellnessinstitute.ca.

SMOKING CESSATION

Our smoking cessation program combines addiction treatment with the support you need to live smoke free. For details call **204-632-3910**.

REHABILITATION & SPORT INJURY CLINIC

Our Rehabilitation & Sports Injury Clinic professionals will evaluate your needs and work with you to develop a treatment program that will relieve your pain and restore your ability to continue an active lifestyle. The first visit always includes an assessment of your condition as well as your first treatment, so you can start your recovery right away.

Services from our accredited health care team include:

- **Physiotherapy**
- **Athletic Therapy**
- **Chiropractic**
- **Foot Care** (Registered Nurse)
- **Nutrition Counselling** (Registered Dietitian)
- **Psychology**

We provide treatment for: sprains and strains; acute sports injuries; tendinitis; repetitive motion injuries; neck or back pain; whiplash, motor vehicle and workplace injuries; TMJ; and post-surgical conditions. The Clinic also offers foot assessments and custom orthotics, acupuncture, dry needling and Active Release Techniques (ART).

If you are not sure which service offers the best support for your needs, our Clinic Desk staff can help. The Clinic direct bills Blue Cross, MPI and WCB for services. Private payments are also welcome.

Begin your recovery today by calling **204-632-3910**.

You Can Help Share Wellness...

Wellness Institute is a self-supporting, non-profit department of Seven Oaks General Hospital. Membership and service fees cover most facility and program costs, but the donations of individuals, foundations and businesses help us do more for members and for the community.

If the Wellness Institute has helped you, you can help others get the same support by calling the Seven Oaks General Hospital Foundation at **204-632-3552** and asking about making annual donations or a legacy gift to the Wellness Future Fund. Charitable donations to this fund will be held for Wellness Institute capital improvements and community initiatives.

about your classes

We want you to find an approach to wellness that will better every part of your life – body, mind and spirit. This requires the best classes, equipment and expert help.

CLASSES AND EQUIPMENT

CARDIOVASCULAR EQUIPMENT

An individual workout is easy and safe on our cardiovascular machines which include: treadmills; elliptical machines; rowing machines; stair climbers; and recumbent and stationary bikes.

STRENGTH TRAINING EQUIPMENT

Take advantage of our free weight and plate-loaded equipment to strengthen and tone. Also be sure to try the Keiser air resistance machines in our Xpress line circuit for a quick total body workout.

WALKING/RUNNING TRACK

Surrounded by windows with a view of the open green space, runners and walkers can enjoy their exercise with less stress on their joints. The 1/10-mile indoor banked track is cushioned with a state-of-the-art Mondo surface.

GROUP EXERCISE CLASSES

Vary your routine with classes that include low impact, step, weight training, cycling, yoga and aqua classes. To help keep your joints healthy, our state-of-the-art studio floor is shock absorbing. Our warm water therapy pool is helpful for participants with conditions such as joint replacements, arthritis and fibromyalgia.

BASKETBALL, VOLLEYBALL, BADMINTON, PICKLE-BALL & FLOOR HOCKEY

On our full size court you can shoot hoops, have a pick-up game or enjoy intramural play. The court converts for volleyball, badminton, Pickle-Ball and floor hockey. Find weekly intramurals in your Exercise Schedule.

WARM WATER THERAPY AQUA CLASSES

Take it easy on your joints and muscles with warm water temperatures between 86°F and 92°F. The 20 x 40 ft. pool with permanent access ramp is ideal for water exercises, injury rehabilitation and classes for people with arthritis and chronic pain.

ADDITIONAL SPECIALTY CLASSES

We offer a range of specialty classes to meet varying needs and interests including dance, boot camp, mind/body and much more (member and non-member fee).

YOGA

Explore yoga and bring together your body and mind through a selection of practices that help strengthen muscles, increase flexibility, and relax and calm the soul.

KARATE

Adaptable to all ages and body types, Shotokan karate is a style of karate with rapid technique. Students progress individually, advancing in proportion to the effort they put in as they train.

PILATES

Pilates works directly with the deepest muscles in the body, creating a strong core without the pain associated with conventional exercises. Benefits of the Pilates method are increased abdominal strength, coordination, balance and flexibility. (Member and non-member fee.)

EDUCATIONAL CLASSES

Check out our "Positively Healthy" magazine for topics such as preventative health, chronic disease management, healthy cooking classes and mental health. Member discount on selected classes.

GROUP EXERCISE CLASS RULES

Instructors have the authority to run classes in a manner that ensures an efficient use of time and a respectful environment for all participants. Participants must sign themselves in for each class. Late arrivals may be turned away at the discretion of the instructor.

Participants are expected to follow the lead of instructors and refrain from idle chatter. Cell phones are not permitted in classes. Equipment must be treated properly and returned to its proper place.

See Exercise Schedule for sign-up procedures.

FITNESS AREA RULES

For member safety and enjoyment the following rules apply:

- no food or drink is allowed in the exercise areas with the exception of covered water bottles;
- no horseplay. Please respect the rights of others. Profanity is prohibited;
- please do not use the equipment to sit or rest;
- appropriate clothing is required including shirts and athletic shoes;
- if a piece of equipment doesn't work properly please discontinue use and notify a staff member; and
- the Wellness Institute reserves the right to prohibit members from using equipment incorrectly.

WALKING/RUNNING TRACK

Please use the two inside lanes for walking and the two outside lanes for running. Look behind you when passing or changing lanes. Check for traffic before crossing the track. Direction of travel changes daily. Check the directional arrow.

CYCLING AREA

- Cyclists should arrive 10 minutes before class to adjust bikes.
- Headsets, towels and water bottles are mandatory.
- Bikes are for use only during class time.
- Sign-up required for all cycling classes. Sign up begins one hour prior to class start time. Participants must sign themselves in.
- Stiff soled shoes are highly recommended.
- Please don't enter the class if you are more than 5 minutes late.

CARDIOVASCULAR & RESISTANCE EQUIPMENT

- Wipe controls, seats and railing when finished.
- Equipment is on a first-come, first-serve basis.
- Ask for guidance if you're not familiar with equipment.
- Read instructions for equipment before using.
- 30 minute time limit on cardiovascular equipment.

FREE WEIGHT AREA

- Don't leave weights on bars; please return to racks.
- During busy times let others work out while you rest.
- Do not drop weights – lower and raise plates carefully.
- Chalk is not allowed.
- Collars should be used at all times.
- Do not sit, lean or stand on bars.
- Use spotters when necessary.

SPOTTER RESPONSIBILITIES

- Check bar for appropriate weight distribution.
- Agree on lift count and number of repetitions.
- Do not release bar until lifter has full control.
- Always remain ready to assist lifter.
- Use both hands at all times.

LIFTER RESPONSIBILITIES

- Communicate with the spotters – lift count, number of repetitions during lift.
- Stay with the bar on a missed lift.
- With the assistance from a spotter, finish the lift and stay with the bar until it is safely back in the rack.
- Do not drop weights, dumbbells or other equipment.

GYMNASIUM

- Only non-marking shoes allowed on wood floors.
- Basketball, volleyball, Pickle-Ball and badminton are played during scheduled times. See the Front Desk for times.
- The Wellness Institute provides equipment and balls.
- "Free Time" slots are scheduled throughout the day.
- Drop-in Intramural games are open to members. See our Exercise Schedule for times.

FITNESS STUDIOS

- Only non-marking shoes allowed on wood floors.
- Equipment allowed only in classes designed for its use.
- Please don't enter a class if you are more than 5 minutes late.
- Only Wellness Institute staff should use the music system.
- All personal items should be stored in your locker.
- Please see instructor if you are unsure about your capability.
- Registration required for some classes. Enrollment may be limited. Schedules and instructors may change without notice.

AQUATIC AREA RULES

WARM WATER THERAPY POOL

WARNING: No lifeguard on duty.

- Due to the higher water temperature, individuals with high blood pressure, low blood pressure, heart disease or women who are pregnant should not use the pool.
- All swimmers must shower before entering pool area.
- Do not enter therapy pool/deck while class is in progress.
- Sign-up for pool classes begins one hour prior to class start time. Space is limited. Participants must sign themselves in.
- See the aquatic schedules posted – for questions contact the Fitness Coordinator.
- Avoid all dangerous activity in the aquatic area. No running, pushing, drinking or throwing objects.
- No diving into the pool.
- No gum, food, drinks or glass allowed in pool area.
- No person infected with a communicable disease or with open sores shall enter the pool.
- Don't use oils or creams, or wear make-up in pool.
- Children under 16 years of age are not permitted in pool area except during designated programs and Family Day times.
- No music, other than that provided by the aquatic instructor, is allowed in the pool area.
- Inflatable flotation devices or toys are not permitted.
- Equipment should be returned to its proper place.
- Please remove jewelry to avoid losing items while swimming. (Wallet lockers are available).
- Swimsuits are required (no cut-offs) when using the pool. No street shoes are allowed in the aquatic area.
- Do not use the pool alone if possible.

WHIRLPOOLS

- Individual with high or low blood pressure, or heart disease, or women who are pregnant should not enter the whirlpool.
- Observe reasonable time limits (please limit use to 15 minutes or less). Long exposure may result in nausea, dizziness, etc.
- Shower before entering whirlpool and enter whirlpool slowly.
- No person infected with a communicable disease or having open wounds is allowed in the whirlpool.
- Long hair must be tied back when in the whirlpool. Swimsuit required.
- No glass is allowed in the deck area of the whirlpool.
- Do not use the whirlpool alone if possible.
- An adult must accompany children under 16.

STEAM ROOMS

- Individuals with high or low blood pressure, or heart disease, or women who are pregnant should not use steam rooms.
- Please shower before entering the steam room.
- Please limit your use to 15 minutes or less.
- Children under 16 are not allowed in steam rooms.
- Shaving in the steam rooms is prohibited.
- Do not use the steam room alone if possible.

about babysitting

Help us ensure the safety and health of all children in our care by following Kids' Corner policies.

Welcome to Kids' Corner Babysitting! We care for your children in a safe, pleasant environment. Child care service at the Kids' Corner is open to children from three months to 12 years old.

TO BOOK BABYSITTING

We recommend that you phone 24 hours in advance to book a spot. You can also reserve space at wellnessinstitute.ca or the Wellness Institute App. Drop-ins are welcome when space is available. Call Kids' Corner at **204-632-3913** or the front desk at **204-632-0000** to reserve a spot for your child.

DROP-OFF & PICK-UP

The parent or guardian who drops off the child must sign a daily register; the same parent or guardian must sign the register when picking up the child. If someone other than the specified parent or guardian is picking up the child, a permission slip must be signed.

A PEANUT-FREE ENVIRONMENT

Foods containing peanuts, nuts or traces of nuts are not to be brought into the Kids' Corner.

USING KIDS' CORNER

Prepaid passes are available at Front Desk, allowing you to sign-in and out quickly when you come to work out. Passes are non-refundable. Fees are posted on our website at wellnessinstitute.ca and are available at our Front Desk and Kids' Corner.

All parents or guardians using Kids' Corner Babysitting must stay on the premises at all times while their children are in Kids' Corner. Kids' Corner staff must be able to contact parents or guardians immediately in case of an emergency. Suspension of child care service will occur if not strictly adhered to.

KIDS' CORNER HOURS

Hours are subject to seasonal changes. Please visit our website at wellnessinstitute.ca for current times.

KIDS' CORNER POLICIES

Our adult to child ratio is:

- 1:4 for children three months to two years
- 1:8 for children aged two to 12 years

These ratios will vary at staff discretion depending on age and behaviour of children.

To help ensure the health and wellness of your child, each parent or guardian is asked to complete a health form before using the child care service.

For safety reasons, please call in advance to reserve a spot for the children. If you cannot keep your booking, please notify the Kids' Corner staff so that the spot can be opened and reserved for other children. If you are more than 15 minutes late, you may be asked to forfeit your reserved spot. There will be a minimum one hour charge for a booking that has not been cancelled.

For the health and well-being of the other children and our staff please do not bring a sick child to the Kids' Corner.

For your children to begin with a positive attitude, please feed and change each child before bringing him or her to Kids' Corner.

Plastic bottles, spill-proof cups/containers and dry snacks only, will be permitted in the Kids' Corner. Gum, candy and nuts are not permitted in Kids' Corner. Nursing mothers are welcome to nurse their children in the nursing area.

A range of age-appropriate toys are provided on site. Toys from home should not be brought into Kids' Corner. We are not responsible for lost, damaged, or stolen items that a child may bring into the Kids' Corner.

Please clearly label all items brought into Kids' Corner.

All children must wear non-marking shoes during their time spent in Kids' Corner.

The staff of Kids' Corner will do everything possible to comfort an upset child, however after 10 minutes, the parent or guardian will be called to comfort or retrieve the child.

We ask that parents and guardians pick-up their children on time. Frequent late pick-up may result in suspension of child care privileges. The parent or guardian will be charged from the time of their child care booking if Kids' Corner has not been contacted and informed of late arrival.

Parents or guardians will be notified immediately about any disciplinary problems regarding their child. Continuous disruptions may result in suspension of child care privileges.