

The Wellness Institute at Seven Oaks General Hospital is a Certified Medical Fitness Facility and Lifestyle Medicine Centre. As a global leader in lifestyle medicine, we are committed to being at the forefront of the research, prevention and management of chronic diseases that are influenced by lifestyle factors. Our team of specialized professionals work to improve our clients overall health and well-being through the innovative use of lifestyle medicine at our state-of-the-art facility.

THE MEDICAL FITNESS MODEL

As part of Seven Oaks General Hospital – a health promoting hospital – we help people take charge of their health and adopt healthier lifestyles.

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 coaching and education.

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

- 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
- A focus on community health

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

PROFESSIONAL STAFF

Staff in the fitness area hold a degree in Kinesiology. Our team is also composed of Nurses, Massage Therapists, Group Exercise Leaders, Registered Dietitians and Physiotherapists that are nationally certified or licensed.

PERSONAL WELLNESS PLAN

You'll receive a Personal Wellness Plan upon joining the Wellness Institute, and once per year thereafter. Depending on your current health and family history, you may be offered a stress test, physiotherapy assessment or spirometry test.

An exercise professional will review your personal health information and interests and prescribe a custom exercise program in your Personal Wellness Plan, and help you set goals for other healthy habits. A health assessment including InBody body composition analysis and fitness testing is also included.

HEALTH EDUCATION

A range of options, including free webinars, podcasts, virtual challenges, classes and community health events are offered throughout the year. Topics such as preventive health, chronic disease management and emotional wellness enhance the 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 from the hospital is available as needed.

Members can be assured that they are getting expert information and advice when talking with any of our professional staff.

ABOUT YOUR MEMBERSHIP

MEMBERSHIP CARDS

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

A fee will be charged to replace lost membership cards.

CHECK IN

When you enter the facility, you must swipe in using your membership card or the Wellness Institute App. All members have a photo image on file to verify ID.

ATTIRE

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

Please visit our website for a list of Guest Days.

WI-FI

Free Wi-Fi is available throughout the facility.

MEMBER COMMUNICATION

A valid email address on account is vital to our member communications. It is required for you to access Online Services, get news related to the facility and notices about your account and receive confirmation of bookings and transactions.

For additional ways to stay up to date, be sure to find and follow us on Facebook, Instagram and Twitter.

LOSS OF MEMBERSHIP PRIVILEGES

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

- Intentional misuse, destruction or theft of Wellness Institute equipment or 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
- Failure to pay membership fees or outstanding payment for any Wellness Institute service
- Other inappropriate and/or disrespectful behaviour at the discretion of management.

ONLINE SERVICES & WELLNESS APPS

Online Services: Find weekly classes, book a massage, register for programs and update your member account with our mobile-friendly Online Services at:

<https://wellnessinstitute.ca/log-in/>

If you need login details, we invite you to request them at the Front Desk or by email at info@wellnessinstitute.ca.

The Wellness Institute App: Explore your connected wellness experience through the Wellness Institute App. The app includes access to a library of On-Demand exercise classes and health education webinars. You can also access a digital bar code for swiping in at the front desk, as well as book exercise classes and make court reservations. Details at:

<https://wellnessinstitute.ca/the-wellness-institute-app/>

If you haven't received your app invitation, email us at info@wellnessinstitute.ca.

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 or Visa. 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 payment 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 request at the Front Desk or email finance@wellnessinstitute.ca. To freeze your membership for the following month, you must submit your request at least three days prior to the end of the current month.

The monthly payment for membership dues will be adjusted to charge the freeze fee. Upon reactivation of the membership, normal monthly billing will proceed at the applicable rate.

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 they have 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 twelve 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 requested in person at the front desk, by calling our Front Desk, or by emailing finance@wellnessinstitute.ca.

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

CANCELLING MEMBERSHIP

To cancel a membership, members must stop by the front desk, call 204-632-3900 or email the request to finance@wellnessinstitute.ca at least three days prior to the end of the month.

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
The Wellness Clinic	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

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 on Good Friday, National Day for Truth and Reconciliation, 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.

PARKING

Free member parking in our member lot is available for those with Individual, Select-Time and Household Add-On memberships. Handicap parking is available in designated areas by the main entrance as well as in the member lot. **Please see the Front Desk to register your handicap pass and obtain a sticker for your vehicle.** Parking is not permitted in the hospital visitor parking lot, except in designated handicap stalls.

KIDS' CORNER BABYSITTING

On-site, supervised babysitting is available for children aged 3 months to 12 years. 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 while their child is in Kids' Corner.

ONSITE CAFÉ

Visit our Café for healthy meals and snacks or enjoy a coffee with friends.

LOCKER ROOMS

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

SCENT FREE / NO CELL PHONES

We kindly ask that you avoid the use of scented products and mobile devices in the locker rooms

FAMILY LOCKER ROOMS

These separate areas are for parents with young children or individuals requiring assistance with changing and showering. Rooms are wheelchair accessible and one room is equipped with a lift.

RENTAL LOCKERS AND TOWEL SERVICE

Small storage lockers (kit lockers) are available in the men's and women's locker rooms on a first come, first service basis. Monthly towel service is also available. Please see a Front Desk staff for details.

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. More details about improved-access features are available at wellnessinstitute.ca/accessibility/.

CLASSES AND AMENITIES

CARDIOVASCULAR EQUIPMENT

An individual workout is easy and safe on our cardiovascular machines which include: treadmills, elliptical machines, rowing machines, stair climbers, recumbent and stationary bikes, Nusteps and a Jacobs Ladder.

STRENGTH TRAINING EQUIPMENT

Take advantage of our free weight and plate-loaded equipment to strengthen and tone.

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.

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.

GROUP EXERCISE CLASSES

Vary your routine with classes that include low impact, 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.

COURT USE

On our full size court you can shoot hoops, have a pick-up game or book a court for badminton or Pickleball. To book, visit the Front Desk or book online at wellnessinstitute.ca.

WARM WATER THERAPY AQUA CLASSES

Take it easy on your joints and muscles with our warm water pool. The pool has a permanent access ramp and is ideal for water exercises, injury rehabilitation and classes for people with arthritis and chronic pain.

ADDITIONAL SPECIALTY PROGRAMS

We offer a range of specialty classes to meet varying needs and interests (member and non-member fee). Find current programs at wellnessinstitute.ca/program-registration/.

PILATES

Pilates works directly with the deepest muscles in the body, creating a strong core, without impact. Benefits include increased abdominal strength, coordination, balance and flexibility. Seasonal programs and private sessions are available.

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. 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 schedules.wellnessinstitute.ca for class schedules and sign-up procedures. Schedules and instructors may change without notice. Advance sign-up is required for classes. Enrollment may be limited. The Wellness Institute reserves the right to charge a no-show fee if a member does not show up for or cancel a reserved class.

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.
- The Wellness Institute reserves the right to prohibit members from using equipment incorrectly.

CYCLING AREA

- Cyclists should arrive 10 minutes before class to adjust bikes.
- Headsets, towels and water bottles are required.
- Stiff soled shoes are recommended.
- Please don't enter the class more than 5 minutes late.

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 may use the music system.
- All personal items should be stored in your locker.
- Please see instructor if you are unsure about your capability.

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

- Please return weights to racks.
- During busy times, let others work out while you rest.
- Lower and raise weights carefully – avoid dropping.
- Chalk is not allowed.
- 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.
- Book Pickleball and badminton times with Wellness Online Services at wellnessinstitute.ca/log-in or at the Front Desk.
- The Wellness Institute provides equipment.

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.

- 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.
- 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 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.

ADDED SUPPORT FOR YOUR WELLNESS

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.

Powerful Tools for Caregivers helps caregivers thrive while caring for others.

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 see: wellnessinstitute.ca/healthy-weight-loss.

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 book online at: wellnessinstitute.ca/massage-therapy.

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**, email us at personaltraining@wellnessinstitute.ca or visit wellnessinstitute.ca/personal-training.

GROUP TRAINING

Small groups allow trainers to coach you through the workout while ensuring proper form is used to maximum benefits. More at wellnessinstitute.ca/group-training.

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 our members and the community.

THE WELLNESS INSTITUTE CLINIC

The Wellness Institute Clinic houses the focused clinical component of our lifestyle medicine services, including:

- **Physiotherapy**
- **Athletic Therapy**
- **Chiropractic**
- **Foot Care**
- **Nutrition Coaching/Meal Planning**
- **Mental Health Services**
- **Diabetes Counseling**
- **Weight Loss Clinic**

Our range of lifestyle medicine services are evidence-based and medically integrated, empowering people of all wellness and ability levels to introduce positive changes to their lives. Our industry-leading experts help you treat the problem, not the symptoms, and ensure that you are given the tools to stay on top of your own health and wellness long-term.

If recovering from injury or surgery, our professionals will evaluate your needs and work with you to develop a treatment program to 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.

If you have questions, contact our Clinic Desk staff at **204-632-3910** or email rehabclinic@wellnessinstitute.ca. The Clinic direct bills Blue Cross, MPI and WCB for services. Private payments are also welcome.

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.