

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 member's 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:

- 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

QUESTIONS? CONTACT US:

Front Desk 204-632-3900

General inquiries info@wellnessinstitute.ca

Account inquiries finance@wellnessinstitute.ca

Personal Training personaltraining@wellnessinstitute.ca

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 provincially certified or licensed.

HEALTH AND FITNESS ASSESSMENT

You'll receive complimentary Health and Fitness Assessment as a part of your initial onboarding three months after joining the Wellness Institute, and once per year thereafter.

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

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 are available, as needed.

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

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 New Year's Day, Good Friday, National Day for Truth and Reconciliation, Remembrance Day and Christmas Day. The facility is open all other holidays with reduced hours.

We reserve the right to temporarily close certain areas of the facility for special events, holidays, repairs or renovations.

MEMBERSHIP CARDS

Membership and parking cards are issued when you complete the membership application and payment process. A fee will be charged to replace lost cards.

CHECK IN

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

GUEST DAYS

Members are invited to bring a guest for free on designated Guest Days throughout the year. Please visit our website for a list of Guest Days. Members also receive two E-Guest Passes on their account annually (January - December). Members must accompany their guest(s) to redeem these passes. Guests must have a profile created and present their driver's license/picture ID for admittance.

wellnessinstitute.ca/membership/guest-passes

MEMBER COMMUNICATION

Your email address is important for member communications and to access Online Services. News related to the facility, notices about your account and confirmation of bookings and transactions are also communicated via email.

ONLINE SERVICES & WELLNESS APPS

Online Services: Find weekly classes, access your member ID (barcode), register for programs and update your member account with our mobile-friendly Online Services.

If you need login details, 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.

wellnessinstitute.ca/membership/my-wellness-app

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 a Front Desk Associate to obtain a sticker for your vehicle if you require handicap parking outside of the member lot.** Complimentary parking is not available in the hospital visitor lot, except in designated handicap stalls.

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

Please consider the comfort of those with fragrance sensitivities and allergies; we encourage you to limit your use of scented products in our facility.

Cell phone or other electronic devices with photo capabilities are prohibited from use in the locker rooms at all times.

ACCESSIBLE LOCKER ROOMS

These separate areas are for people who require a gender neutral space for changing and showering. Rooms are wheelchair accessible and one room is equipped with a lift.

RENTAL LOCKERS AND TOWEL SERVICE

Storage lockers (kit lockers) are available for rent in the men's and women's locker rooms on a first come, first service basis. Monthly towel service is also available.

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, accessible 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.

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 request at the Front Desk or by emailing finance@wellnessinstitute.ca. To freeze your membership you must submit your request at least three days prior to the start of that month.

The monthly payment for membership dues will be adjusted to charge the freeze fee.

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 initiated by contacting a Front Desk service associate by phone, in person 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.

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.

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.

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.

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; and recumbent and stationary bikes, Nustep and Jacobs Ladder.

STRENGTH TRAINING EQUIPMENT

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

WALKING/RUNNING TRACK

The 1/10-mile indoor banked track is cushioned with a 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. To help keep your joints healthy, our studio floor is shock absorbing.

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

COURT USE

Shoot hoops, have a pick-up game or book a court for badminton or Pickleball. Book courts online at wellnessinstitute.ca.

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 wellnessinstitute.ca/membership/activity-schedule for the current class schedule. Schedules and instructors may change without notice. Advance sign-up is required for some 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 unenroll from 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.
- 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 if you are more than 5 minutes late.

FITNESS STUDIOS

- 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 available 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 if someone is waiting.

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

- Book Pickleball and badminton times with Wellness Online Services at wellnessinstitute.ca or see the Front Desk for assistance.
- The Wellness Institute provides equipment (basketballs, pickleball paddles, badminton rackets, etc.) which can be signed out at the front desk.

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 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 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.
- A bathing suit and/or towel are required.