



Member Handbook

101 Jackson Walk Plaza
Jackson, TN 38301
(731)427-7048
LIFTcenter@wth.org
www.liftjackson.com

In all we do, we are committed to exceeding our member's expectations by providing a state-of-the-art facility, outstanding customer service, superior cleanliness, and innovative fitness and wellness programs in a fun, friendly, and safe environment.

Dear Valued Member,

Congratulations on your commitment to a healthy lifestyle. At the LIFT Wellness Center, we are committed to helping you achieve your fitness goals, whether they involve enhancing your overall appearance, bettering your health, improving athletic performance, or decreasing your risk of chronic disease.

LIFT offers a wide array of services to meet all of your health and fitness needs. From our swimming pools to our fitness area, you will discover new ways of enhancing your health. Our first-class facility has every amenity you will need, and our professional staff of certified trainers and instructors can help you achieve your personal wellness goals. We offer outstanding programs, and we are constantly adding more! Whatever you need, you will find it here.

There is nothing we value more at LIFT than the health and happiness of our members. Our goal is to help you live the life you want to live. If there is anything we can do for you, just ask any of our friendly team members. Feel free to let us know how we can better serve you. We wish you luck in all your health and wellness endeavors and hope you will continue to enjoy the services and amenities we provide.

In good health,

LIFT Wellness Center

This handbook has been assembled as a guide for all of our members. It is our hope that every member can get the maximum benefit from membership at the LIFT Wellness Center, and our policies are established to help make that happen. This handbook was designed to highlight the key policies and regulations of the LIFT Wellness Center and is not meant to be a complete list of all member and guest policies. From time to time, policies will be subject to change at the sole discretion of LIFT.

MISSION

The LIFT Wellness Center, a department of Jackson-Madison County General Hospital and integral part of the healthcare continuum, exists to prevent disease and promote healthier lifestyles using education, physical activity, and nutrition to improve the overall health and wellness of its members and the West Tennessee community.

CULTURE

Customer centered and clinically integrated approach to health and wellness services.

VISION

The LIFT Wellness Center will serve as the premier vehicle for driving improvement in the health and wellness of the West Tennessee community.

GOAL

Improve the measurable health of LIFT Wellness Center members and the West Tennessee community while reducing the financial burden on our healthcare system.

TABLE OF CONTENTS

1. Hours of Operation
2. Attire
3. Basketball Gymnasium
4. Cell Phones
5. Childcare
6. Cleanliness

7. Climbing Wall
8. Comment Cards
9. Conduct
10. Education Suite
11. Food
12. Gift Certificates
13. Group Fitness
14. Guests
15. Health/Risk Assessment
16. Locker Rooms
17. Lost and Found
18. Massage
19. Membership Policies
20. Nutrition Services
21. Personal Training
22. Pools
23. Ropes Adventure Course
24. Steam/Sauna
25. Towel Service
26. TV/Entertainment Center
27. Volunteering

1. HOURS OF OPERATION

Wellness Center Hours

Monday – Thursday	5 a.m. to 10 p.m.
Friday	5 a.m. to 8 p.m.
Saturday	7 a.m. to 6 p.m.
Sunday	11 a.m. to 6 p.m.

Childcare Hours

Monday – Thursday	8 a.m. to 1 p.m. and 4 p.m. to 8 p.m.
Friday	8 a.m. to 1 p.m.
Saturday	8 a.m. to 1 p.m.
Sunday	Closed

Holiday Hours

The LIFT Wellness Center will observe the following holidays: Easter Sunday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. The LIFT Wellness Center reserves the right to shorten hours on the other related or additional days and will post hours at least one week prior to the day.

2. ATTIRE

The LIFT Wellness Center requires appropriate athletic attire in all areas of the facility. These standards include shirts, shorts, pants, and athletic shoes. In order to prevent tearing the vinyl and scratching the equipment, please refrain from wearing denim with metal brads or decoration in the exercise area.

Men must wear shirts covering the nipples and abdomen. For women, sports bras are not to be worn alone, but under a tank top or t-shirt that covers the abdomen.

All swim apparel must be nylon, acrylic, or polyester including shorts and shirts worn into the water. In order to prevent damage to the pool filter system, cotton or denim shorts or shirts are prohibited from being worn in the pool.

Footwear restrictions will be strictly enforced for your safety. Shoes must be worn in all areas except for the locker rooms, pool areas, and certain group exercise classes. For the safety and wellbeing of our members, no open-toe shoes or sandals are permitted in the fitness area or gymnasium. Members and guests are highly advised to wear non-slip shoes around the pool area to reduce the risk of slipping, and aquatic shoes are encouraged in the pools.

3. BASKETBALL GYMNASIUM

The LIFT gymnasium is a multi-purpose space and may be utilized for various classes and activities throughout the day. Family court time will be available to allow members to utilize the gym with their children, who are 12yrs of age and under. All doors in the basket ball gym are for emergency only and are not permitted for use as exits. Basketballs are available at the front desk for our members to check-out. There is a \$60 fee for unreturned balls.

4. CELL PHONE USAGE

Due to the picture-taking capability of cellular phones, cell phone use in the locker rooms or family changing area is specifically prohibited.

5. CHILDCARE

The LIFT Wellness Center child care area is for children ages 6 weeks to 12 years of age. For children under age 15 months, 48 hours notice is required for making a reservation. Reservations for children over 15 months in age are encouraged, but not required. The LIFT Wellness Center reserves the right to deny admittance to children when the childcare area is determined to be full or when a suspected illness poses a health risk to others. Operating hours and fees for the childcare area are available at the front desk and in the childcare area and are subject to change.

6. CLEANLINESS

We pride ourselves in maintaining a very clean facility for our members and guests. Your contribution to that cause is greatly appreciated. When in the LIFT Wellness Center, please practice the golden rule and properly clean and wipe down your exercise equipment with the provided disinfectant wipes after each use. We also ask that you dispose of the soiled wipes in the trash receptacles located throughout the facility.

7. CLIMBING WALL

Members and guests will be allowed to climb during specified rock wall hours which will be supervised by a LIFT team member. Rock wall climbing hours are posted in the rock wall area and are available on the website, www.liftjackson.com.

8. COMMENT CARDS

The success of the LIFT Wellness Center is dependent upon the feedback from our members. We encourage members to submit their ideas and comments. A comment box and special forms are available for this purpose at the front desk.

9. CONDUCT

In order to ensure the safety and enjoyment of all our members, LIFT Wellness Center has established a code of conduct for its members and guests. In certain instances, when behavior causes harm, discomfort, or disruption to the Center, its members, or guests, LIFT Wellness Center reserves the right to fine its members, revoke or suspend membership, or expel any individual for any improper behavior. Specific infractions include (but are not limited to):

- Fighting or horseplay
- Use of offensive or abusive language
- Behavior that is deemed by management as offensive to other members, or creates a situation that is considered to be unsafe
- Unauthorized solicitation and/or distribution
- Failure to pay a LIFT Wellness Center bill on a timely basis
- Theft of or damage to LIFT property

10. EDUCATION SUITE

The education suite is available only by reservation or by participating in a scheduled class, cooking demonstration or meeting. Please see the front desk if you are interested in reserving the education suite.

11. FOOD

For the convenience of members and guests, healthy snacks will be located in LIFT Wellness Center front lobby. All food (including coffee) must be kept in the lobby area near the front desk. Only bottled water and sports/energy drinks are permitted in the workout area of the facility. No glass containers are permitted anywhere in the center.

12. GIFT CERTIFICATES

The LIFT Wellness Center has Gift Certificates available for a variety of services ranging from personal training and massage to a complete membership. Gift Certificates may be purchased at the front desk.

13. GROUP FITNESS

The LIFT Wellness Center provides a wide range of group fitness programs, both in our group studios and aquatics area. Group fitness classes are available to our members and guests ages 16 and older. They are also available to our youth members ages 13-15, who are accompanied by a guardian or after passing the youth exercise safety certification test.

Group fitness schedules will be posted at various locations including the studio entryways, the front desk, and on the website (www.liftjackson.com). The LIFT Wellness Center reserves the right to change class times/instructors and to add or delete classes. Classes are free to members; however, some specialty classes are considered small group personal training and may require an additional fee.

Group exercises classes at LIFT will include proper instruction and a variety of modifications which could be offered to a novice, intermediate, or an advanced exerciser. Please be aware of the intensity level of the class and avoid pushing beyond your limitations. Safety is of utmost importance and our group exercise instructors are specially trained to modify classes appropriate to your fitness level or if you have an injury or issue. If you do have an injury that needs addressed or a question about the class, please arrive 10 minutes early in order to discuss your particular situation with the instructor so that he/ she can make appropriate recommendations.

14. GUESTS

Members may bring a guest. A guest is defined as a potential member of membership age. Guests must be of membership age except for family swim times. All members receive two 3-day referral guest passes per year. Guest who present the referral guest pass will be allowed 3 free visits into the LIFT Wellness Center. After the third visit, an adult guest will not be admitted without either becoming a member of LIFT or purchasing a guest pass. All adult guests must pay a guest fee and provide photo ID for admittance to the LIFT Wellness Center. All guests are required to sign a waiver and have a photo uploaded for identification prior to using the facility. Guests are subject to LIFT's behavior guidelines as well as all rules and regulations. The LIFT Wellness Center reserves the right to refuse admission to any guest. Former members may not enter as guests unless their member account balance has been reconciled. Purchase of a guest pass does not include use of the basketball gym for basketball play. LIFT reserves the right to restrict certain areas of the center to guests at any time as needed in order to ensure member priority.

15. FREE HEALTH RISK/FITNESS ASSESSMENT/CONSULTATION

As a medical fitness facility, the LIFT Wellness Center's goal is to improve the health metrics of its members. As part of membership, a personalized health risk assessment and fitness assessment are included and highly encouraged for every Primary and Associate member, as well as Dependent members. This assessment includes identification of Health Risk factors as well as tests to determine the basic health and fitness level of each LIFT member. LIFT strongly advises every member to take advantage of this service, as it improves the opportunity to maximize the health and fitness benefits of joining LIFT.

The health risk and fitness assessment includes a personalized report, reviewed with a fitness professional, which provides areas of focus that will help each member attain his/her desired goals. If desired, the member is also provided with a personalized exercise prescription based on his/ her assessment results, goals, barriers to activity, readiness to change, and preferences. He/ she will be allowed to schedule the assessment at a later date if desired.

16. LOCKER ROOMS

For the convenience of our members, the LIFT Wellness Center provides a choice of monthly locker rentals or use of a daily locker (available on a first-come, first-served basis) at no charge. Locker rentals can be set up at the front desk. Personal items left in daily lockers overnight or items that remain in rental lockers upon cessation of monthly rental payments, will be removed and placed in the lost and found at the front desk. Those items will be held for one month, and then donated to charity if they are not claimed.

Family Locker/Changing rooms are available in the pool area. Children of opposite gender are not allowed in the men's/ women's locker rooms unless they are age 2 or under. Children between the ages of 2 and 12 must be accompanied by a parent or legal guardian at ALL times when in the locker rooms. Adults or children over the age of two who require the assistance of an opposite gender individual must utilize the family locker rooms.

17. LOST AND FOUND

As a courtesy to our members, the LIFT Wellness Center may hold any personal items found, or turned in to the staff, for a period of up to 30 days. After this time, any items that remain unclaimed will be donated to charity. The LIFT Wellness Center is not responsible for lost or stolen items, or items that are left at the center or turned in and subsequently donated.

18. MASSAGE

For the convenience of our members, the LIFT Wellness Center offers massage as a fee for service. Sessions can be scheduled through the front desk. A 24-hour notice is required to cancel a scheduled session or half of the massage rate will be charged to the member's account. Gift certificates for massage are available at the front desk.

19. MEMBERSHIP POLICIES

Membership Age Restrictions and Requirements

Individuals 18 years of age or older are allowed to purchase an individual membership. Individuals 16 and 17 years of age must join as an associate or dependent of a primary member, but are allowed to utilize the facility without a guardian being present. Dependent members are held to the same rules and standards as primary members and will be subject to revoked membership if rules are broken. The guardian/primary member will be notified of such occurrences.

Dependents age 13-15, unless participating in a structured youth class led by a LIFT instructor, are required to be accompanied by a parent or guardian in all areas of the center at all times until they are able to pass a Youth Exercise Safety Certification test. Once the Youth member has passed the certification, he/ she will be issued a lanyard which alerts the fitness staff that the youth is at least 13 and is permitted to use the cardiovascular and strength equipment. As long as the youth member has passed the certification and is wearing the lanyard, he/she will be allowed to use the facility without direct supervision, but a parent must remain in the building at all times. Dependents ages 13-15 must schedule and pass a swim test to swim without direct parental supervision.

Membership Billing

In order to make billing as convenient as possible for everyone, and to minimize expenses, the LIFT Wellness Center's billing is done through electronic funds transfer. Payments may be made by major credit card (MasterCard, Visa, or Discover) or by an electronic funds transfer from a savings or checking account. **Payments in full, equivalent to a 12-month membership period, is also accepted and will result in a 10% discount off the amount due.** Advance payment of smaller monthly increments will not result in an additional discount.

The LIFT Wellness Center will access a \$25.00 fee for credit card or bank account returns. Changes in financial information must take place prior to the 1st day of the month in which the change takes effect. If an account becomes 90 days past due, the membership will be placed in collections, which will be handled through an outside source and access to the LIFT Wellness Center will be denied.

All monthly drafts are scheduled to occur within the first five (5) business days of each month.

In the instance of insufficient funds, bank accounts/credit cards will continue to be drafted for 3 months' worth of dues and then turned over to collections. Reversal processing fees will be applied to account after account balance is 30 days past due and every time after, when billing is processed.

Member Etiquette

Management reserves the right to suspend or terminate any member who knowingly disregards the rules and regulations of the LIFT Wellness Center or for inappropriate, offensive, or abusive language or behavior.

Please observe the following equipment/ workout etiquette guidelines:

- Use provided wipes to remove perspiration from equipment after each usage. Please discard of wipes in to the appropriate trash receptacles.
- Safety at LIFT is paramount. Please do not drop weights or dumbbells.
- For the consideration of others, please return dumbbells, plate weights, bands, tubing, and all equipment to their appropriate designated storage locations.
- Please allow others to "work in" between your strength training sets.
- While others may be waiting to use a particular piece of exercise equipment, please refrain from conducting personal business while occupying equipment.
- Please observe a 30 minute time limit when others are waiting to use the cardiovascular equipment.
- Remember to always be courteous to others.
- Loud yelling and profanity is not allowed in the facility.
- Please reset the pin to the lowest starting point when finished using the selectorized equipment. This will allow other users to know when you are finished with a particular piece of equipment.
- Please do not bring gym bags or other personal belongings onto the fitness floor.

- Children 12 years and younger must remain in the childcare area and are NOT allowed on the fitness floor. Youth members age 13 to 15 must be accompanied by a parent or guardian unless they have passed the Youth Exercise Safety Certification test or are participating in an organized LIFT youth program.

If you need help, please ASK. All LIFT fitness staff is certified fitness professionals. We are here for you and to ensure your safety.

Membership Fees

The LIFT Wellness Center pledges to work hard to bring value to its members. However, from time to time, it may be necessary to adjust dues and fee(s). Members will be notified of any changes in dues or fees at least 60 days prior to change. Changes in other fees may occur at any time, without prior notice.

Membership Freezes (Temporary Membership Holds)

Medical Freeze: Any member who has been diagnosed as temporarily unable to exercise by a physician can place his/her membership on “Medical Freeze” without penalty, for a period of three (3) months. An extension will be granted at the end of the three months if another note is provided by the physician. This type of freeze will be effective from the date that the notice is received by LIFT in writing and will NOT be made retroactive. In order to initiate a medical freeze, the member must fill out and sign the Leave of Absence/Medical Freeze Form and provide a written statement from their physician. The physician’s note must be written on their prescription pad or letterhead and include a current date and the physician’s signature.

Leave of Absence: A member Leave of Absence (LOA) is available to members who are planning to be away from LIFT for a minimum period of 30 consecutive days. Members will not be allowed to check-in to the facility during the LOA. LOA’s may be used up to two times in any calendar year, with the maximum total duration not to exceed 4 months within the same calendar year. LOA’s begin on the first day of the month following the request and extensions beyond 30 days will be in 30-day increments. During the LOA, members will be charged a hold fee of \$10.00. If more than one family member takes a LOA, the monthly hold fee will be equal to the sum of the individual hold fees. In cases where a Primary Member is placed on LOA, all other members on account will remain active status.

Membership Termination

Members who join on a month- to –month agreement may resign from the LIFT Wellness Center by providing a written notice in person or by certified mail. Resignation becomes effective on the 1st day of the calendar month following the expiration of the 30-day notice period. For example, if a notice of resignation is received by LIFT on the 12th of May, the resignation will be effective on July 1st. All dues and charges must be paid prior to the effective date of termination. Termination of the Primary membership will terminate all members on that account, unless the Associate assumes the Primary membership status. Members who terminate may not use the center as a guest unless their account balance is reconciled. Requests for termination will not be accepted via telephone, email, or Facsimile. Mailed letters of termination must be sent via certified mail, return receipt requested. Members who join on a Commit to Fit one year contract, may not resign until their one year contract has been fulfilled.

20. NUTRITION SERVICES

The LIFT Wellness Center offers nutrition services for members and non-members. Please see the front desk to schedule an appointment with our Registered Dietitian. All new members will receive a complimentary nutritional consultation as a part of the enrollment process.

21. PERSONAL TRAINING

Our knowledgeable staff of exercise specialists and fitness coaches can help you maximize your workouts for optimal results. Please see the fitness manager, an exercise specialist, or fitness coach if you would like to discuss personal training options.

We ask that you provide at least 24 hours notice if you must cancel a personal training session. This allows our personal trainers the opportunity to work with other members during the time that you cannot make your

appointment. The full service charge will be assessed for any late cancellation or no-shows. All personal training sessions are non-refundable and non-transferrable.

A wide variety of both individual and group instruction is offered to all members by the LIFT Wellness Center's fitness staff. **No outside trainers or instructors are permitted to offer services at LIFT for compensation without the authorization of the LIFT Wellness Center Director.** Members engaged in such activity (participating in and/or providing training for a fee) are subject to having their membership revoked.

22. POOL POLICIES

General Guidelines

Please observe all posted rules and regulations. HEALTH STANDARDS REQUIRE A SOAP SHOWER PRIOR TO USE OF THE POOLS. OIL AND CREAMS ARE NOT ALLOWED IN THESE AREAS. Appropriate, conservatively-styled swimwear is required.

The lap swimming and warm water pools are designed to be used as part of an exercise program such as water walking, lap swimming, or structured programs (e.g. swimming lessons or group exercise classes). The warm water pool may also be used for therapeutic relaxation during times when classes are not scheduled. Please be considerate of others utilizing the pool area, and refrain from excessive splashing or other behavior that could be disruptive to others.

Family Swim

With a certified lifeguard on duty, all ages are welcome to enjoy swimming and playing in the pool. A parent must be in the pool with children 12 years and under, unless they have passed the swim test. A legal guardian must be in the aquatics area at all times. Once the child (ages 10 to 13) passes the swim test, he/she will be issued a yellow band which must be worn when in the pool area. Family Swim hours are posted on the Aquatics Pool Schedule.

Spa Pool/Hot Tub

For safety purposes, it is strongly recommended that members and guest limit their time to 10 minutes. Youth members and guests under the age of 16 are not permitted in the spa pool/hot tub.

Swim Parties

The pool is available for swim parties. Please see the front desk or member services for more information.

Swim Lessons

Please see the front desk for more information.

23. ROPES ADVENTURE COURSE

For more information, contact the front desk.

24. STEAM ROOMS AND SAUNA

Steam and sauna are available in both the men's and women's locker rooms for members age 16 and older only.

Shaving and personal hygiene activities including application of body/hair oils and lotions are not allowed in the steam or sauna. Steam and sauna generate extremely hot conditions and are not recommended for individuals with heart disease, cardiovascular conditions, or individuals who may be pregnant. Health standards require a soap shower prior to use of a steam or sauna. Glass, oil, and creams are not permitted in these areas. Use of a towel or shorts around the waist is required in steam and sauna rooms. For safety purposes, it is strongly recommended that members and guest limit their time to 10 minutes.

25. TOWEL SERVICE

The LIFT Wellness Center offers towel service to its members and guests. Workout towels are available at various locations throughout the facility. Please limit your towel usage to 2 towels per visit. Please take advantage of our convenient towel returns and avoid leaving towels lying on the floor or on the counters in the locker rooms. Towel returns are located in the men's and women's locker rooms and on the fitness floor. Members are welcome to bring additional personal towels for their workout.

26. TV/ENTERTAINMENT SYSTEM

For those members wishing to watch TV and listen to music, the LIFT Wellness Center has provided our members with a state-of-the-art Cardio Entertainment System – Cardio Theatre. With this system, members can use their own personal FM-equipped headphones to listen to the audio portion of any LIFT TV by dialing to the posted FM frequency. Most of LIFT's cardiovascular machines, such as treadmills, step mills, and elliptical machines, are equipped with a personal entertainment system which will accept any 3.5mm headphones and is iPod accessible.

27. VOLUNTEERING

The LIFT Wellness Center welcomes volunteers. If you are interested in volunteering, please visit West Tennessee Healthcare's website at www.wth.org and click on "Become a Volunteer" or contact Volunteer Services at 731-541-5000.

Please feel free to contact the LIFT Wellness Center at (731)427-7048, email LIFTcenter@wth.org, or log onto www.liftjackson.com with any questions or concerns regarding these or other LIFT policies.