



Member Handbook

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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.

Mission Statement: *As a department of the Jackson-Madison County General Hospital, the LIFT Wellness Center exists to promote healthier lifestyles by providing the education, resources, tools, and facilities to improve the overall health and wellness of its members and the communities it serves.*

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're 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 fitness 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.

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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 Marketing and Community Outreach Manager 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 as well as menu items available at LIFT Café. 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 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. Most classes are free to members; however, some specialty classes (e.g. Pilates Reformer classes/ Bootcamps/TRX) 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 can modify classes appropriate to your fitness level if you have an injury or issue. If you do have an injury that the instructor should be aware of 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

Guests are permitted to use the facility pending they are accompanied by a member in good standing. All guests must pay a guest fee and provide photo ID for admittance to the LIFT Wellness Center unless they have received a guest pass from a member in good standing or a LIFT staff member. All guests are required to sign a waiver prior to using the facility. Guests are subject to LIFT's behavior guidelines as well as all rules and regulations. LIFT reserves the right to restrict guests from areas or activities within the center as necessary to ensure that members are given first priority at all times. The LIFT Wellness Center reserves the right to refuse admission to any guest.

15. 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. Members will be asked to sign a waiver if he/she declines the health risk and fitness assessment. He/ she will be allowed to schedule the assessment at a later date if desired. He/ she will also be required to sign a waiver if he/ she declines medical clearance from his/ her physician if the PARQ indicates medical clearance is needed.

16. LOCKER ROOMS

For the convenience of our members, the LIFT Wellness Center provides a choice of monthly locker rentals for fee or use of a daily locker (available on a first-come, first-serve 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 locker rooms unless they are age 2 or under. Children between the ages of 3 and 13 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 will 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 turned in and subsequently donated, after the 30-day hold period.

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 the full 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 YES lanyard which will be worn every visit to LIFT. This alerts the fitness staff that the youth is at least 13 and is permitted to use the cardiovascular and strength equipment without parental supervision. As long as the youth member has passed the certification and is wearing the YES lanyard, he/she will be allowed to use the facility without direct 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. LIFT Wellness Center does not accept American Express.

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 30 days past due, the membership will be placed on hold and access to the LIFT Wellness Center will be denied until the account is paid.

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

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 weights, bands, tubing, and all equipment to their appropriate designated storage locations.
- Please allow others to "work in" between your strength training sets.
- 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. They must be secured in a locker if brought into the center.
- 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 Safety Certification test or are participating in an organized LIFT youth program.

If you need help, please ASK. All LIFT personal training staff are 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). Changes in dues will be posted in the LIFT Wellness Center at the

entrance to the locker rooms at least 60 days prior to the 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. In cases where a primary member is placed on "Medical Freeze", an Associate/2nd Family Member who wishes to maintain active status will resume appropriate dues and fees.

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, an Associate/2nd Family Member who wishes to maintain active status will remain active and resume appropriate dues and fees.

Membership Termination

A member 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. 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.

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. Please stop by the front desk to schedule your personal training session.

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.

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 or therapy sessions are not scheduled. Please be considerate to 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, family swim is offered only for children or grandchildren of members less than 12 years of age. All children under 13 must be accompanied in the water by a parent, guardian or program instructor at all times unless he/she has passed the swim test and the guardian of the child must remain in the aquatics area even if the child has passed the swim test. Children 13 years of age and older must be a member to participate in family swim time without a guest pass. Family swim is restricted to the warm water pool, unless the child is actively swimming laps with guardian in the same lane. Family swim days and times are posted on the LIFT website or information can be provided at the LIFT front desk.

Spa Pool/Hot Tub

Youth members and guests under the age of 16 are not permitted in the spa pool/hot tub unless accompanied by the parent/designated guardian.

Swim Parties

The pool is available for swim parties for members and guests. Please see the front desk for more information.

Swim Lessons

Please see the front desk for a list of swim instructors and pricing.

23. 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 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.

24. TOWEL SERVICE

The LIFT Wellness Center offers towel service to its members and guests. Workout towels are available at the front desk. 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.

25. 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.

26. 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.