

Wellness Center Membership Handbook



St. Anthony's
Carillon Wellness Center
BayCare Health System

General Information

BayCare Wellness Centers are hospital-affiliated facilities open to the community and guests, as well as BayCare team members. Before beginning any new exercise program, please consult your physician.

We also recommend a complimentary comprehensive fitness assessment with one of the Wellness Center's degreed and certified fitness specialists and a general equipment orientation.

When necessary, management reserves the right to suspend or terminate any membership or request a member or guest leave the facility.

Hours of operation:

Monday, 4am-Friday, 11pm

Saturday and Sunday, 6am-8pm

BayCare Wellness Centers close promptly at the hour stated. Please plan to complete your workout and locker room use by this time. Management reserves the right to temporarily close certain areas of the facility for announced special events or holidays. Holiday hours and schedule changes will be posted in advance.

Membership Types

The Wellness Centers offer Single, Dual and Family memberships. Family memberships are defined as spouses and/or children at least 14 years of age, residing in the same household or individuals that show financial dependence or are classified as a dependent by IRS standards.

Payment Methods

BayCare Wellness Centers accept cash, check or major credit cards for all services and/or product purchases. In addition, BayCare team members may use payroll deduction as a form of payment.

Memberships may be paid-in-full (one-year contract) or paid monthly via Electronic Funds Transfer (EFT) from checking, savings or major credit card. Memberships paid monthly via EFT may be placed on “freeze” or cancelled at any time by providing a 30-day written notice at the front desk.

Age Requirements

Members 14-17 years of age must have a parent’s signature on their membership agreement prior to starting an exercise program.

Members under the age of 16 must be accompanied by their legal guardian. Children between 10 and 13 years of age may work out with a Personal Trainer. Children under the age of 10 are not permitted to engage in or observe any Wellness Center activity in designated exercise areas, with the exception of programs designated for children. Children under 10 may be placed in our on-site childcare. We reserve the right to require proof of age.

Member Check-In

All members are required to have a membership card and are required to check in for each visit. All members must have their photograph taken for security purposes. There is a \$5 replacement fee for lost cards.

Guests

1. Members are invited to bring a guest for a \$10 guest fee.
2. Minors are not permitted to bring other minors as guests; all guests ages 14-17 must be accompanied by a parent or guardian.
3. Guests must sign a waiver prior to exercising.

Friends in Fitness

Friends in Fitness is an incentive program allowing members to refer friends and family. Complimentary one-time-only guest passes are available for members. Sign up a friend as a new member and receive awards. Please see Wellness Center staff for details.

On-site Childcare

Childcare is provided at a low cost for all members. Children must be at least six weeks of age. The parent/guardian must be physically in the Wellness Center at all times while his/her child is in the childcare room. Open communication is available at all times between the childcare technician, Wellness Center member and Wellness Center team. Please follow these rules:

- Schedule childcare at least 24 hours in advance so that we may staff accordingly.
- Please call to cancel if you can’t make your appointment.
- Formula and juice are permitted. Please do not bring food in to the childcare area.
- The same parent who brought the child to childcare must pick him/her up.
- We reserve the right to ask you to remove your child from childcare for excessive crying or behavior problems.
- Sick children are not permitted in the facility (includes everything from runny noses and coughs to fever and rashes).
- Limited to two hours per child per day.

Locker Rooms

Wellness Center locker rooms are fully equipped. We provide towels in the locker room and on the fitness floor, day lockers free of charge, private showers with hair and body shampoo dispensers, and a vanity area complete with blow dryers.

Fitness Assessments, Re-Assessments and Exercise Orientations

Upon joining, members are entitled to a fitness assessment and exercise orientation in which a degreed, certified fitness specialist will meet with you one-on-one to create an exercise program specifically tailored to meet your needs. They will follow up with you throughout the duration of your membership, offering you coaching and guidance so that you may receive the optimum results from your wellness routine. See a staff member to sign up for your appointment.

Group Exercise Classes

Membership includes use of all group exercise classes including cycling. For the safety of the participants, the Wellness Centers reserve the right to limit class size and request that you do not enter a class more than 10 minutes after the scheduled start time. Guests may participate in all group exercise classes upon completing the waiver and paying a \$10 guest fee.

Personal Training

One-on-one personal training is available for an additional fee. Receive individualized, one-on-one attention from a personal trainer offering programs tailored to your specific needs, including weight loss, post-rehabilitation training, cardiovascular fitness, general conditioning, resistance training and sport-specific training/conditioning. Pilates reformer, and Pilates and yoga mat training are also available. Please see the front desk for additional information.

Nutrition Services

Membership includes the Nutrition 101 Class, a group setting in which the Wellness-Center-registered, licensed dietitian provides members with general knowledge about nutrition. "Ask the Dietitian" comment cards are readily available so that you may have your nutrition-related questions answered by a qualified expert. One-on-one nutrition consultations are also available for an additional fee.

Massage Therapy

Massage Therapy Services are available on site for an additional fee. The Wellness Centers proudly offer licensed, certified massage therapists specializing in all areas of massage. Massage appointments are available in half-hour and one-hour sessions. A credit card is required to schedule a massage appointment. No-show or less-than-24-hour cancellations will be charged the full amount for the massage scheduled. Please see the front desk to schedule an appointment.

Wellness Center Locations

As a member of the Wellness Center, you need only present your membership card to gain use of any and all facilities.

IHRSA

BayCare Wellness Centers are members of the International Health, Racquet and Sportsclub Association (IHRSA). IHRSA offers our members guest privileges at over 3,600 clubs worldwide. If you are going out of town, go to healthclubs.com to learn about participating clubs in the area. Stop by the front desk to pick up a Passport ID card. Participating clubs will allow you to use their club as a guest for a special rate. If you don't have Internet access, we can search participating clubs for you. Please see the front desk for additional information.

Freeze

Placing a membership account on "freeze" requires that you provide a 30-day written notice by completing a Freeze/Cancel Membership Request Form. These are available at the front desk. The membership account will be placed on freeze on the first of the month after the 30-day notice. A freeze requires that you provide a return date on which your membership account will begin to be billed automatically from the Electronic Funds Transfer checking/savings/credit card account established at the initial sign-up process. If the return date

provided changes to a later date, you will be responsible for the \$45 service fee.

A membership account may be placed on freeze for a minimum of one month and a maximum of one year without being charged a service or initiation fee. A freeze may be done no more than two times per calendar year.

Cancel

In order to cancel a membership account, a 30-day written notice must be provided by completing a Freeze/Cancel Membership Request Form. These are available at the front desk. The membership account will be cancelled on the first of the month after the 30-day notice. A \$45 service fee will be required upon reactivation; if a membership account remains cancelled for more than 12 months, new paperwork and full payment of the initial fee is required.

Medical Leaves

A medical leave of absence will be granted upon written notice from your physician stating your inability to use the Wellness Center. The written notice must provide the date from which you were unable to use the Center and must be submitted to the front desk in a timely manner. Medical leave is a minimum one-month leave. The membership account will be given a credit to be used upon return for any billed months falling under the timeframe indicated on the written notice from the physician.

Reactivation

In order to reactivate a membership account, the member must complete the Reactivation Form. These forms are available at the front desk. Payment for the month is required when the Reactivation Form is turned in along with the \$45 service fee. If a membership account remains cancelled for more than 12 months, new paperwork and full payment of the initial fee, in lieu of the service fee, is

required. A freeze does not require reactivation as long as you do not change the indicated return date.

Declined EFT

Should any membership deduction not be honored by the financial institution for any reason, members will be responsible for the monthly dues, plus a service charge in the amount of \$25 applied by the Wellness Center. The membership account will be placed on hold until payment is rendered at the front desk.

Member Etiquette

Proper Attire: Gym shorts, T-shirts, leotards, tights, warm-up suits and/or sports bras are acceptable. Rubber-soled tennis or athletic shoes are required at all times. Sandals and open-toed shoes are not allowed. Hospital scrubs are not permitted.

Food and Drink: Only water and non-alcoholic drinks in spill-proof containers are permitted in the exercise areas and group exercise rooms.

Conduct: All members are subject to the supervision and guidance of the Wellness Center team. Members who violate the conduct policy will be asked to leave immediately. Management reserves the right to suspend any member who intentionally violates these policies and/or becomes violent or abusive toward members, Wellness Center staff or equipment. We ask that members:

- Behave in a quiet, well-mannered fashion. No foul language is allowed.
- Relay any criticism of guests, other members or staff to the management in private.
- Refrain from smoking. The Wellness Centers are smoke-free.
- Not be under the influence of alcohol or drugs when using the Wellness Centers.

Solicitation: Sales solicitation is prohibited in the Wellness Centers. All promotional flyers must be approved by management before being posted or distributed.

Lost Items: The Wellness Centers are not responsible for any lost or stolen items belonging to members or their guests. Valuables should be stored in lockers. Lost items will be held for 30 days.

Parking and Safety: Parking is available in the front parking lots of the Carillon and Palm Harbor Wellness Centers, and in the parking garage at the Cheek-Powell Wellness Center. To access the Carillon Wellness Center after hours, please use the side entrance. To access the Cheek-Powell Wellness Center after hours, please enter through the north side entrance under the blue awning. To access the Palm Harbor Wellness Center after hours, enter through the door to the right of the main entrance.

Locker and Towel Service: For your convenience, locker rooms have showers, lockers, vanity areas, blow dryers and private changing areas. Baby-changing stations are available in the baby-sitting room. Lockers are for daily use only. Any contents left in lockers overnight will be removed and placed in Lost and Found. Free towel service is provided. Towels are available in the locker rooms and group exercise rooms, as well as on the fitness floor. Please place used towels in the bins located throughout the Wellness Center.

Strength Training and Cardiovascular Areas: Only BayCare fitness specialists and personal trainers can prescribe exercise programs. Before using any unfamiliar equipment, ask a fitness specialist for proper instruction. Before using the treadmill, always straddle the treadmill belt first; decrease the speed and turn the power off before leaving the treadmill. Please wipe off machines after each use. Please observe posted time limits on cardiovascular machines during peak

hours and when others are waiting. When performing multiple sets on strength-training equipment, please allow other members to use the equipment between turns. Music played in the Wellness Center is controlled by the Wellness team. Bring headphones for the Cardio Theater. Personal CD or tape players with headsets may also be used.

Phone Usage: Courtesy phones are located outside the Wellness Center. The phone station on the exercise floor is for staff use only. Cell phones are not allowed to be used in any area of the facility except the lobby. We ask that if you do carry a cell phone, please keep it on vibrate mode.

Perfumes and Colognes: We ask our members to refrain from wearing strong perfumes and colognes.

We Need Your Help

By following these rules of etiquette, you will help create a peaceful, comfortable environment, helping all members get the most out of their fitness sessions.

We welcome your suggestions and appreciate your comments. Please place your ideas, comments or feedback in the suggestion box located at the front desk.

Exercise Program Instruction

We encourage all new members to schedule a one-hour exercise orientation prior to using the Wellness Center. A fitness specialist will design an exercise program to help you meet your desired fitness goals, as well as instruct you on proper equipment use. (S)he will also serve as an information source, answering your questions about the Wellness Center. Please come to your orientation ready to exercise so that you may receive the full benefits of this session.

Free Weights

If you are using free weights for the first time, please ask a Wellness Center team member for help. We also ask that you:

- Be cautious when in the free weight area and pay attention to other members. Do not swing, throw or drop weights.
- Ask a fitness specialist to spot you when using heavy weights. Also, collars must be used on bars at all times.

Equipment Maintenance

From time to time, cardiovascular and/or strength training equipment may be out-of-service. When this occurs, please ask a fitness specialist to recommend alternate exercises. We appreciate your patience.

Locations and Helpful Telephone Numbers

Carillon Wellness Center

(Located at St. Anthony's Outpatient Center–Carillon)

900 Carillon Parkway

St. Petersburg, FL 33716

Main Number	(727) 502-4444
Manager	(727) 561-2325
Office Support Coordinator	(727) 561-2326
Fitness Coordinator	(727) 561-2318
Member Services Representative	(727) 561-2323

Cheek-Powell Wellness Center

455 Pinellas St., Suite 100

Clearwater, FL 33756

Main Number	(727) 462-7656
Manager	(727) 298-6742
Office Support Coordinator	(727) 298-6740
Fitness Coordinator	(727) 461-8598

Palm Harbor Wellness Center

32672 U.S. Highway 19 N.

Palm Harbor, FL 34684

Main Number	(727) 772-2222
Manager	(727) 772-2225
Office Support Coordinator	(727) 772-2255
Fitness Coordinator	(727) 772-2242
Member Service Representative	(727) 772-2227

Carillon Wellness Center

900 Carillon Parkway
St. Petersburg, FL 33716
(727) 502-4444

stanthonys.com/wellnesscenter

The success of St. Anthony's Hospital is made possible through the generosity of patients, their families and members of the local community. For more information, contact St. Anthony's Hospital Foundation at (727) 825-1086, or online at stanthonysfoundation.org.