



# MEMBER HANDBOOK

**Avera**   
McKenna Fitness Center





# Welcome

As a member of Avera McKennan Fitness Center, you have taken an important step towards enhancing your health and well being. There are many ways Avera McKennan Fitness Center can positively impact the quality of your life.

We approach health and fitness from a medically integrated perspective. As part of Avera McKennan Hospital and University Health Center, we put our clients at the center of everything we do by meeting each member's personal needs. Our progressive fitness environment, comprehensive programs, and degreed and certified professionals will assist you in reaching and maintaining your health and fitness goals.

The Avera McKennan Fitness Center member handbook is intended to provide you the information you need to have an enjoyable and safe experience. We want you to experience all of the courtesies, comforts, privileges and services you deserve. Our team will maintain and oversee these policies for your benefit and for the benefit of all of our members.

This handbook was designed to highlight key policies and procedures of Avera McKennan Fitness Center and is not meant to be a complete list. We may change policies as necessary and appropriate based on health and fitness considerations and guidelines and to benefit all members. The Center Team is happy to explain any of the policies and procedures contained in this handbook at your convenience.

From all of us at Avera McKennan Fitness Center, we hope that your membership experience will result in a healthier mind and body for many years to come!

## Getting Started on Your Fitness Journey

An assessment and orientation is included when you join. Take advantage of this offer when you join to get started on your fitness journey. Schedule your appointment today!

## Experience Packages

Take your start to the next level! As a new member there are several options to take advantage of our ancillary services at a great value. You must sign up for one of these options within one week of becoming a new member. Ask Member Services for details.

## Our Mission

The Avera McKennan Fitness Center strives to improve the health and fitness of the community by providing the highest quality facilities, professional staff and programs in a unique, supportive environment.

## Center Hours

Monday–Thursday	5 a.m.–10 p.m.
Friday	5 a.m.–9 p.m.
Saturday	7 a.m.–6 p.m.
Sunday	10 a.m.–5 p.m.

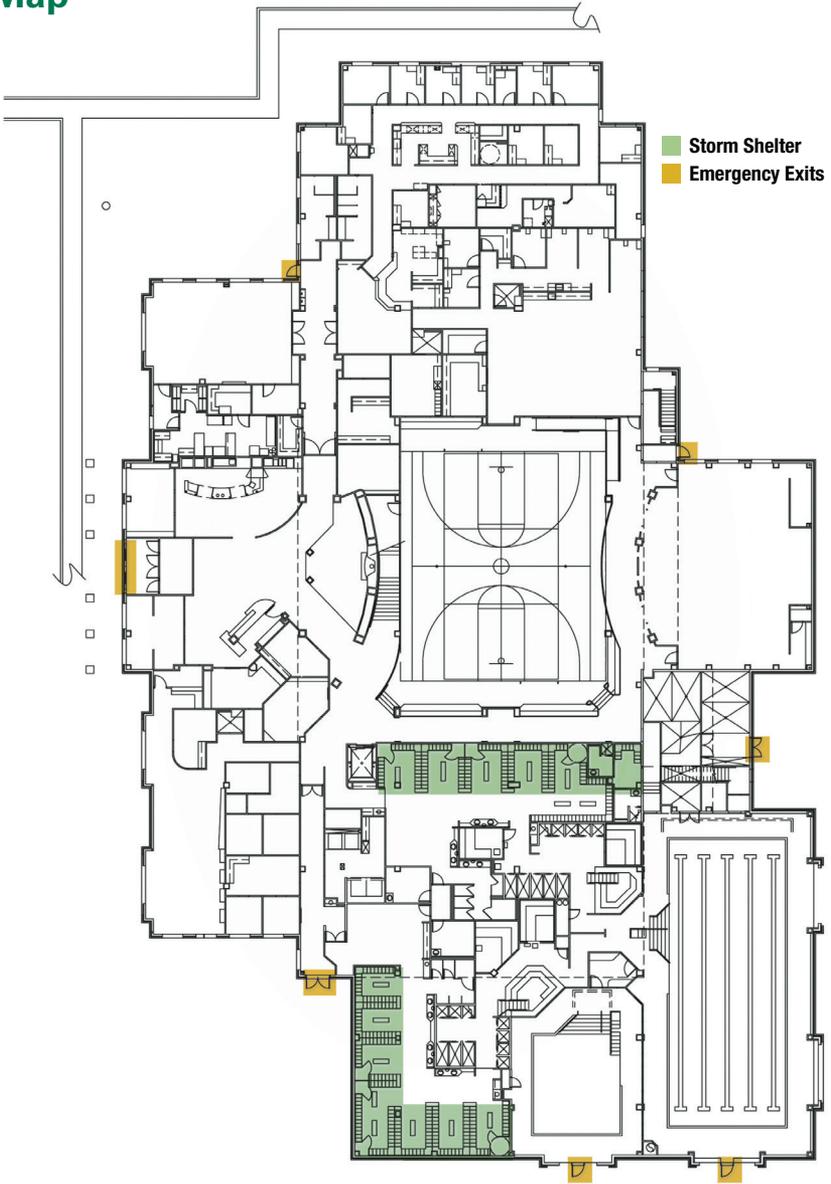
## FitKids Hours

Monday–Thursday	8 a.m.–8 p.m.
Saturday	8 a.m.–2 p.m.

## Family Swim N Gym Hours

Friday	6:30–8:30 p.m.
Sunday	2–4 p.m. (October–May)

# Map



**FIRE:** "Fire Alarm Alert in (Location)"

**MEDICAL:** "Medical Emergency in (Location)"

**ARMED INTRUDER:** "Security Alert–Lock down Facility: an Armed Individual is in (Location)"

**TORNADO:** "A TORNADO (event) WARNING has been issued for Minnehaha County until (expiration times), please seek shelter"

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## Proper Attire, Conduct & Facility Expectations

Please wear athletic attire appropriate for the space in all areas of and at all times when using the facility. The standards include shirts, shorts, sweatpants, and athletic shoes on the fitness floor and in the group exercise studios. In addition, swimming attire is required in the pools.

Patient care scrubs are not allowed to be worn for infection control purposes. Open-toed shoes or sandals are not permitted on the fitness floor. The use of shower sandals in the locker room is recommended. The center reserves the right to determine what is appropriate attire. We reserve the right to check any bags or backpacks brought into the fitness center. Members are expected to conduct themselves in accordance with the highest standards. The center reserves the right to revoke membership privileges based on improper conduct or behavior that might interfere with other members' use and enjoyment of the facility, or behavior otherwise contrary to orderly center operations and is the sole discretion of the center.

If you have experienced symptoms of communicable illness, including but not limited to, a fever, runny nose, cough, sore throat, sneezing, diarrhea or vomiting, please stay home until your symptoms have subsided. Center policy states those entering the facility should use discretion and be seventy-two hours without fever and otherwise symptom-free prior to entering the facility.

## Member Service

The Member Service Team is here to assist our members in any way possible. Please refer to our Member Service desk if you have questions or concerns so that we can provide you with the best possible member experience. Member Services can assist with membership-related issues, program enrollment and scheduling, and member feedback. In addition, Member Comment Cards are located at the Member Service desk to provide additional opportunities for members to communicate with center management in a written form. Appointments to meet with the Center Director to discuss any concerns are welcome.

## **Member Terms & Conditions**

All members shall comply with any and all center Terms and Conditions. The rules contained herein are not inclusive. Amendments to center Terms and Conditions and Rules and Regulations may be made from time to time as necessary. The decision of the center shall be final regarding the interpretation of center Terms, Conditions, Rules and Regulations.

Monthly dues shall continue regardless of use. Please note that all membership cancellations require an advance written notice. Members will be responsible for all applicable dues and fees during the cancellation period. Please refer to Right to Cancel Membership on page 11 of this handbook.

## **Your Membership Account**

All members' personal, financial and health-related information is strictly confidential and is held in secured areas. Access to this information is limited to center staff. From time to time, center staff may require updated health and account information. This information will be gathered at the Member Service desk and forwarded to the appropriate department.

## **Check-In/Photo ID Procedure**

Stop at the Member Service desk each time you visit the center with your membership card to scan for check in, or hand to a Member Service rep for check in. Early in your membership, we will take your photo at the Member Services desk so that your picture appears with your account information each time you check in for security purposes.

## **Member ID Card & Replacement**

All members are required to present membership cards upon entrance to the center at the Member Service desk. The center membership cards that have been lost or stolen will be replaced through Member Service. ID Cards are non-transferable.

## Fitness Center App

Everyone has access to the Fitness Center App, all you need to do is search 'Avera Fitness' on your App Store for iPhone or Google Play™ on your Android Phone. This App will give you easy access to people and programs that keep you healthy. Features include group exercise schedule, checking in with a virtual membership card (just add your membership card number into your phone), member Login to manage your account and more. Ask Member Services for details/assistance.

## Account Settlement Methods

We use different methods to settle your account depending on the type of membership. Electronic Funds Transfer (EFT) or prepayment is used for all membership types via MasterCard, Visa, American Express or the bank draft method of payment.

Once you provide your account information and authorization, we'll automatically debit the pre-defined accounts for the appropriate monthly dues and house charges as designated in the membership agreement and/or the house charge pre-authorized form. We reserve the right to refuse entry to any member whose account has not been settled.

Any questions regarding membership accounts may be directed to our accounting department.

## House Charge

The center provides house charge privileges for members' convenience. House charge privileges allow members to use their membership card to bill products and services to their center account, including cafe items. Settlement of house charge accounts occurs via Electronic Funds Transfer (EFT) at the beginning of each month for the previous month's charges. Membership accounts with dues settlement methods other than EFT will be required to provide the accounting department with the account information necessary to allow for EFT collection of house charges. For more information and to establish your house charge account, please stop by the Member Service desk at your convenience.

## Guest Policy

Members are welcome to bring a guest anytime unless prohibited by the center for security and/or health related reasons. The center requires all guests to complete and sign a Guest Registration card.

Each guest must:

- Present a valid guest pass or pay a guest fee per visit.
- Be 18 years of age or accompanied by a parent or guardian if 15 to 17 years of age.
- Present a driver's license or valid form of identification.
- Complete and sign a guest registration and waiver.

## Membership Options

Additional family members on any membership account must reside at the same address. Month-to-month and annual membership payment options are available. Please contact a Member Services Associate for additional information.

## Age Requirements

Avera McKennan Fitness Center is an adult facility. You must be 15 to have an individual membership. Avera McKennan Fitness Center allows family memberships to include secondary member's ages 12 to 14 years old with a parent or guardian in the building.

## Youth Membership

This is available for 12 to 14-year old's but parents and/or guardians must be a member and in the building with the Youth member at all times. Guidelines must be signed by Parent/Guardian and Youth member the day of joining. A mandatory fitness orientation is required before receiving a membership card and using the Center.

## Senior Membership

Senior memberships for those 62 years or older are available at a reduced rate.

## Student Membership

College student's ages up to 22 years old are eligible for short-term usage of the Center. One-week passes are available, as are extended terms for one, two or three months during college breaks and holidays. Certain restrictions apply. See a Member Service representative for details.

## Membership Changes

### TO UPGRADE

To add a family member to an existing membership, please contact a Member Services Associate. Additional family members must reside at the same address and be age appropriate based on Center policy.

### TO DOWNGRADE

To cancel or remove a family member from a membership account, please provide a request in writing. Members may downgrade their membership at any time without a fee; however, members must provide an advance written notice.

## Right to Cancel Membership

Members may cancel their membership agreements without penalty within three business days after your initial agreement signing with a full refund. All membership cancellations after this period will require in person, advance written notice of intent to cancel to a member of the Member Services Team. If written notice is received by the 20th of the month, membership will be terminated at the end of that month. If received after the 20th of the month, membership will be terminated at the end of the following month. Members are responsible for paying their monthly dues for the period until cancellation becomes effective.

## Membership Hold

Members can place their memberships on “hold” in accordance with the following restrictions:

### MEDICAL FREEZE

- Members must provide written authorization from member’s doctor indicating the inability to use the facility within 60 days of the event. Upon return, the member must provide written authorization from his or her physician to resume facility use.
- Medical freezes are honored for a minimum of 2 months and a maximum of 6 months.
- Members on an approved medical freeze will have their dues portion suspended during a specified time period requested by member. Membership dues will resume the month following medical freeze end date. See the Member Services Desk for details.

### MEMBERSHIP BRIDGE

- Requests must be submitted in writing 30 days in advance of the bridge start date. No later than the 20th of the month to be effective for next months billing cycle.
- Bridges are honored for a minimum of 2 months and a maximum of 6 months. Membership dues will resume the month following membership bridge end date.

All bridge requests for medical or extenuating circumstances must be made in writing and are subject to approval by the Center Director. Avera McKennan Fitness Center will not honor backdated bridge requests.

### MONTHLY MEMBERSHIPS

Members on an approved relocation bridge or medical freeze will have their dues portion suspended during a specified time period requested by the member. Membership dues will resume automatically the month following the requested end date. A member may not use the facility during the bridged period. See the Member Services desk for details.

## **YEARLY OR PAID IN FULL MEMBERSHIPS**

Yearly or Paid in Full members on an approved bridge or medical freeze will have their membership expiration date extended per the Bridge/Medical freeze extension schedule for yearly/paid in full memberships.

## **Member Referral Program**

This applies to members referring others to join on a new membership. The referring member receives up to one-month standard individual rate credit (not exceeding current monthly dues rate) toward membership dues per new membership referral. Ask Member Services for details.

## **Facility Tours**

Tours are available at the Member Services desk.

## **Additional Services**

### **MEDICAL INTEGRATIVE PROGRAMMING**

Medically based fitness programs are available at Avera McKennan Fitness Center. These 8-week fitness programs are designed for individuals transitioning from or managing a medical condition or simply needing additional support, and are open to the community.

This programming offers specific support in the following areas:

- Cancer Fitness
- Cardiac Fitness
- Diabetes Fitness
- Functional Fitness
- Cognitive Health
- Orthopedic Fitness
- Fit For Surgery
- Pulmonary Fitness
- Transitional Care
- Weight Management

## **CHILD CARE: FITKIDS**

Child care is available for children of parents or guardians who are using the facility. Our staff provides quality care in a safe, kid-friendly atmosphere, with activities ranging from arts and crafts to physical fitness. Members' children ages 6 weeks through 9 years old are eligible. Each child may stay for up to two hours per day. Parents or guardians must remain on site while their children are in child care.

The center reserves the right to close the area for health and wellness reasons at its sole discretion.

## **FAMILY SWIM N GYM**

Members are invited to bring their children and grandchildren, ages 14 and younger to swim in the lap pool and play on the basketball court. Fridays: 6:30–8:30 p.m., Sundays (October–May): 2–4 p.m. The third Sunday of May is the last family swim and gym until it resumes again in October. Parent/grandparent supervision is required. Stop at the Member Service desk for program information.

## **GROUP EXERCISE**

The center provides a range of group fitness programs. Schedules are available at the Member Service desk, on our website, and on our fitness center App. Class participants should arrive on time to avoid disrupting other class members and to get maximum benefit from the warm-up. Group exercise classes listed on the class schedule are all-inclusive; however, there are specialty classes that require a fee for attendance. The center reserves the right to change class times and instructors, and to add or remove classes.

The center reserves the right to limit the number of participants in each class for the safety (health and wellness) of our members and staff. Members are expected to wipe down equipment both before and after use in a group exercise studio.

The center reserves the right to close the area for health and wellness reasons at its sole discretion.

## **AQUATICS**

A variety of aquatic programs and pool areas are available for member use. Health department standards [encourage] members to shower with soap and water before use of any pool, sauna or steam room. Members must follow all posted rules and regulations. Proper swim attire is required in all pools. The use of swim sandals in the aquatics and locker room is recommended. Please refrain from wearing fragrances while using the pools.

Please direct your questions on pool reservations and policies to Member Services. Center reserves the right to limit the number of participants in the swim lanes and pools for the safety (health and wellness) of our members and staff.

Pools will be closed annually for mandatory maintenance and cleaning. The center reserves the right to close the area for health and wellness reasons at its sole discretion.

## **Ancillary Services**

### **PERSONAL TRAINING**

The center offers a variety of personal training services and packages provided by certified fitness staff for an additional fee. Contact the Member Service desk for additional information or to schedule an appointment. Only center trainers are eligible to conduct personal training in the center; therefore, members who do not comply with this policy (by participating in and/or providing training for a fee) are subject to having their memberships revoked.

### **MASSAGE SERVICES**

Our certified massage therapists provide a therapeutic and clinical approach to the massage services we offer. Our massage therapists focus on your individual needs necessary to improve overall health and encourage relaxation. Schedule a massage service and experience for yourself our unique approach. A menu of massage services is available at our Member Service desk.

## **NUTRITIONAL COUNSELING**

Nutrition counseling services offers individualized appointments for evaluation, consultation, and education with our Registered Dietitians. A personalized healthy eating plan will be created based on your lifestyle and goals.

## **PILATES REFORMER**

Challenge your strength, endurance and flexibility to a new level with a trainer-guided routine on the Pilates Reformer. If you have attended and feel comfortable with Mat Pilates group exercise classes, you are ready to try the Reformer. You'll find the same effective focus on core musculature, but moreover, the Reformer integrates endurance and flexibility for arms and legs as well.

## **PRIVATE SWIM LESSONS**

All instructors are Water Safety Instructor (WSI) certified. We offer private swimming lessons for both children and adults. Our professional instructors can help both first-time and experienced swimmers improve their skills.

Children age 4 and up do not need to be accompanied in the water by their parents or guardians during these lessons. The primary focus is to help each child experience the fun and pride of skill building in the water. Instructors will work in cooperation with parents to determine appropriate goals for their children and build skill accordingly.

Whether you need a better comfort level in the water, basic survival skills, or to fine-tune your strokes and increase your endurance and speed, your private lesson will be designed to meet your specific needs.

## **HARMONIC SOUND THERAPY (SINGING BOWLS)**

Harmonic Sound Therapy is founded on the premise that all matter is vibrating at specific frequencies. Science has proven that sound, or vibration, has a strong impact on bodies.

Harmonic Sound is proven to reduce stress and improve health of individuals. Instruments are struck and rung in specific rhythmic patterns to reach certain vibrations, sounds and harmonies. These sounds impact one's nervous system, causing a calming and relaxing effect.

For questions about our ancillary services please stop by Member Services or contact us at 605-322-5300.

## **CANCELLATION POLICY FOR ANCILLARY SERVICES**

For all ancillary service appointments, 24-hour notice is required when canceling appointments. Should less than 24-hour notice be provided, the client will be charged the full cost of the session.

## **Gymnasium**

Shirts are required at all times in the gymnasium. Our gymnasium is available for basketball and center activities; please note posted schedule in gymnasium for availability.

The center reserves the right to close the area for health and wellness reasons at its sole discretion.

## **Track**

Please read the track signs carefully and comply with the direction designated for the day; signs are located at several entrances of the track. As a matter of safety, please do not stand and converse in any lane of the track. Walk in the inside lanes and run in the outside lanes; yield right of way to members using the track at a higher pace.

The center reserves the right to close the area for health and wellness reasons at its sole discretion.

## Sauna/Steam Room/Whirlpool

A sauna, steam room and whirlpool are provided in each locker room to enhance your fitness experience. No shaving or use of scents, oils or creams in these areas. Appropriate attire should be worn (street shoes and full clothing are not allowed in the sauna or steam room). The center reserves the right to shutdown the sauna, steam room or whirlpool for health and wellness reasons at its sole discretion.

## Locker Rooms

The center features an advanced key-less locker system for your protection and convenience. In addition, the locker rooms provide a number of fine amenities, including: towels, soap, shampoo, lotion, deodorant, hair dryers, hair spray and shaving cream.

Lockers are provided for members on a “per use” basis. These lockers must be emptied of their contents after each visit to the center.

Complimentary towel service is provided to members for their convenience. Please assist us in keeping the locker rooms clean for your fellow members.

Use the disinfectant wipes provided in the locker room areas to remove perspiration from benches/chairs/stools before and after each use; disinfectant wipes are available throughout the locker room area.

The center reserves the right to close the area for health and wellness reasons at its sole discretion.

## **Locker Security**

For Security purposes, we strongly encourage all members and guests to safely lock personal belongings in a locker and to keep valuables at home or locked in the trunk of your car while using the center. Lockers can be found in the men's and women's locker rooms as well as upstairs on the north end of fitness floor. The locks on the lockers are intended to deter theft, but are not intended to act like a safe, and accordingly members are encouraged to take measures to protect their valuables. The center is not responsible for any lost or stolen items.

## **Cell Phone/Photography/Videography**

As a courtesy to fellow members and for your own safety, cell phone use is strictly prohibited in the locker rooms. Please use designated lobby area on lower level to make and receive cell phone calls and text messages.

Photography and videography is strictly prohibited in the center unless authorization has been granted by the Center Director.

# Member Etiquette

## GENERAL

The center asks members to please abide by the basic rule of “courtesy to and safety of your fellow members” Please also refer to the signs posted on the fitness floor for details.

- Limit time on any one piece of cardiovascular equipment to 45 minutes.
- Limit your use of circuit training equipment to one set per machine when other members are waiting. Allow other members to “work in” with you.
- Please use clean closed toe athletic shoes to keep the center and equipment clean for others.
- Use the towels and/or wipes provided in the exercise areas to remove perspiration from equipment before and after each use.
- Please re-rack free weights after use and avoid dropping weights and dumbbells on the floor.
- Avoid the use of strong smelling colognes, perfumes or lotions.
- Food is prohibited outside the lobby area. Beverages must be stored in plastic bottles with secure tops.
- We reserve the right to check bags and backpacks.
- For the safety of others and your personal belongings, (including but not limited to cash, credit cards, and jewelry), should not be left unattended at any time. The center is not responsible for any lost or stolen items.
- If you have experienced symptoms of communicable illness, including but not limited to, a fever, runny nose, cough, sore throat, or sneezing, please stay home until your symptoms have subsided. Center policy, states those entering the facility should use discretion and be seventy-two hours without fever prior to entering the facility.

## SAFETY & WELLNESS

At Avera McKennan Fitness Center, we view center safety and wellness as a “team sport”. By using the center, you acknowledge that it is impossible to completely eliminate the risk of injury, illness, disease, and viruses and you assume the risks that you might get ill or sick when using communal space. To help stop the spread of germs, please review and act in accordance with CDC guidelines:

- Cover your mouth and nose with a tissue when you cough or sneeze.
- Throw used tissues in the trash.
- If you don’t have a tissue, cough or sneeze into your elbow, not your hands.
- Remember to immediately wash your hands after blowing your nose, coughing or sneezing.
- Washing your hands is one of the most effective ways to prevent yourself and your loved ones from getting sick, especially at key times when you are likely to get and spread germs.
- Wash your hands with soap and water for at least 20 seconds.
- If soap and water are not readily available, use an alcohol-based hand sanitizer that contains at least 60% alcohol to clean hands.

## FITNESS FLOOR

- Limit time on any cardio equipment piece to 45 minutes during peak times.
- Limit use of circuit training equipment to one set per machine when others are waiting and allow other members to “work in” with you.
- Use the disinfectant wipes provided in the exercise areas to remove perspiration from equipment before and after each use; disinfectant wipes are available throughout the fitness area.
- When vacating the equipment, please remove all personal belongings.
- Please re-rack your free weights after use and avoid dropping weights and dumbbells on the floor.

- Children are prohibited from the Fitness Floor and stairs leading to the Fitness Floor for safety reasons
- Please do not leave treadmills running unattended; if you must leave the treadmill, please use the pause button to temporarily halt the treadmill belt.

## LOCKER ROOM

- Please assist us in keeping the locker rooms clean for your fellow members.
- Eating and storage of perishable items is not permitted in the locker rooms at any time, and lockers must be emptied of contents after each visit to the center.
- Please discard all dirty towels and trash in the appropriately marked receptacles.
- It is required that a towel be wrapped around or placed beneath oneself when using the sauna, steam rooms, benches and chairs.
- Use the disinfectant wipes provided in the locker room areas to remove perspiration from benches/chairs/stools and lockers before and after each use; disinfectant wipes are available throughout the locker room area.
- Street shoes are not permitted in the shower and spa areas.
- Fingernail cutting, toenail cutting, and exfoliating are prohibited in the locker room.
- Hair cutting and coloring are prohibited in the locker rooms.
- Cell phone or tablet use is strictly prohibited in the locker rooms.

## Pool and Spa Rules

1. All bathers, before entering the swimming pool, are required to take a cleansing shower. A bather leaving the pool to use a toilet is required to take a second cleansing shower before returning to the swimming pool area.
2. Persons having any considerable area of exposed sub-epidermal tissue, cuts, or known recognizable contagious or communicable diseases, cough, cold, open sore, blisters, bandaged wound, fever, inflammation of the eyes, nasal or ear discharges, shall not be allowed to enter the pools or spas.
3. Spitting, urinating, and blowing of the nose, spouting water or depositing of foreign matter in the pool is strictly prohibited.
4. Bottles, crockery, glassware, or other hazardous objects shall not be permitted within the pool areas.
5. No diving is permitted in the pool areas.
6. Elderly persons, pregnant women and those suffering from heart disease, diabetes and/or high or low blood pressure should consult a physician before entering the spa.
7. Do not use the spa while under the influence of alcohol, anticoagulants, antihistamines, vasodilators, vasoconstrictors, stimulants, hypnotics, narcotics or tranquilizers.
8. Persons should spend no more than 15 minutes in the spa at one session. Long exposures may lead to nausea, dizziness or fainting.
9. The use of oils, body lotions and minerals is prohibited.
10. Unsupervised use by children under 15 years of age is prohibited.
11. Pools close 15 minutes prior to closing the fitness center.

**Thank you for following the rules and regulations of Avera McKennan Fitness Center. The safety and comfort of our members is very important to the center team. For any questions or concerns please contact our Member Service desk at 605-322-5300.**



3400 S. Southeastern Ave.  
Sioux Falls, SD 57103

[averamckennanfitness.org](http://averamckennanfitness.org)