

## **ST. MARY'S FITNESS CENTRE POLICY**

This **St. Mary's Fitness Centre Policy** was adopted at the Council meeting of St. Mary's Municipal Council, held on the 12<sup>th</sup>, day of May, 2008

### 1.1 - Mission Statement

### 1.2 - Location & Phone Number

St. Mary's Fitness Centre  
116 Old Hill Road Suite 120  
Sherbrooke, Nova Scotia  
B0J 3C0  
Phone: (902) 522-2035  
Fax: (902) 522-2049

### 1.3 - Hours of operation

Monday to Friday: 6:00am to 8:00am & 3:00pm to 8:30pm  
Saturday: 9:00am to 4:00pm  
Sunday: 9:00am to 4:00pm

### 1.4 - General Rules and Regulations of the Facility

- Use the equipment for what it is intended for. Do not improvise, alter, modify or misuse equipment. If you are unfamiliar with a machine or its function, please ask for assistance.
- Follow appropriate weight room safety and etiquette practices, demonstrating courtesy behavior toward others in the room at all time
- For safety reasons and out of common courtesy, weight must be put away, unloaded and returned to their respective location when you are finished using them. This will let other waiting users know you are finished with the machine, or weights. If the machine is left with heavy weights some users may not be able to lift the heavier weights, and thus not be able to use a machine. Please put your weights away. People who do not put their weights away will receive a warning: repeat offenders may lose their Fitness Centre privileges.
- Wipe all machines after use. Please be aware of and use the cleaning stations
- Proper attire must be worn when working out (athletic shirts, shorts, pants and shoes (indoor)). No jeans, jean shorts, sandals, slippers or bare feet. People not wearing the appropriate clothing will be asked to leave until they have the proper attire on.
- Report any facility/equipment irregularity, and any damaged or broken equipment to the front counter staff.
- No swearing, inappropriate or abusive language.
- No inappropriate or abusive behavior, no fooling around or horse play.
- No spitting in the fountains
- Report any injuries to the front counter staff
- It is recommended that weight room users have a partner. Spotters must be utilized whenever heavy free weights are used.
- Weightlifting belts are recommended with heavy lifts
- Be aware of and use collars for bars
- Slamming or dropping weight stacks or free weights is prohibited

- Please leave all bags and clothing on the shelves in the fitness centre room. Refrain from bringing your bags, wallets, keys or valuables to the Fitness Centre. The front counter is not required to hold any personal items.
- St. Mary's Fitness Centre staffs are not responsible for lost or stolen items
- Please do not remove weights (dumbbells or plates) from their respective area
- No weights, equipment, weight pins or accessories shall leave the facility at any time
- No drugs including, steroids, permitted in the Facility
- Those under the influence of any intoxicating substance will be required to leave.
- No chalk is permitted in the facility
- Please do not leave gum or garbage on the machines or in the consoles
- Members and guests must sign-in upon entering the facility
- Each member must have his/her membership card available at all times while in the facility.
- Any additional rules and procedures posted throughout the facility must be observed.

#### 1.5 – Services Offered:

##### 1.5a – Fitness Instruction

Every client that signs a contract for a term membership (1 month or more) and Open Membership receives 2 fitness instruction sessions. This entails determining specific goals of the client, designing a program based on those goals, floor assisted sessions to teach the client proper technique, as well as to answer any additional questions the client may have. Each session is approximately 1 hour in duration.

##### 1.5b – Health Snapshot

The purpose of a Health Snapshot is to provide a general indication of the client's health at any one give time. The measurements include body composition, weight, girth, resting heart rate, resting blood pressure, and grip strength. This session is approximately 30 minutes in duration. The client should be advised, prior to their appointment, not to eat or drink and excessive amount of water (or any other beverage) two hours prior to the scheduled testing time. As well they should be advised not to exercise prior to there schedule testing time.

##### 1.5c – Personal Training

Personal training consists of a one on one session with a CPTN certified instructor. Each appointment is 1 hour in duration.

##### 1.5d – Canadian Physical Activity, Fitness and Lifestyle Appraisal (CPAFLA)

CPAFLA is a more in depth assessment of a client overall health and fitness level. It is administered by a CFC certified staff member. The measurements include: resting heart rate, resting blood pressure, height, weight, body mass index, flexibility, body composition, girth, waist/hip ratio, muscular strength sub maximal 1 rep max, muscular endurance, muscular power, aerobic capacity (VO2 max). These are done by appointment set up through certified instructor.

### 1.5e – Nutritional Consultation

The nutritional consultation is administered by the nutritionist on staff. It consists of a three day eating habit assessment, followed by a computer analysis and a one on one session with the nutritionist to discuss the results as well as possible changes the client may want to incorporate into their diet.

NOTE: AS fitness personelle, we are not qualified, therefore are not permitted to offer nutritional advice outside of the Canadian Food Guide (Refer to Fig 1.2)

## Chapter 2 – Employee Information

### 2.1- Staff Appearance:

#### 2.1a- Clothing

- Proper attire must be worn at all times. This includes:
  - A “St. Mary’s Fitness Centre” shirt, sweater, jacket or vest
  - Plain, dark coloured shorts, track pants or tear-aways
  - Socks and relatively unworn running shoes
- Clothing must be clean and wrinkle free
- Clothing inscribed “St. Mary’s Fitness Centre” may not be worn when off duty
- No Bandanas or hats are to be worn during shifts

#### 2.1b- Hygiene

- A well groomed appearance must be kept during all scheduled shifts
- (eg. Showered, shaved, and clean hair).

#### 2.1c-Staff Memberships

- All St. Mary’s fitness centre employee will receive a 50% discount on their membership
- Staff discount will only count towards an individual membership rate. If a staff membership purchases a family membership you will receive a discount in the amount of 50% of an individual membership of the same length.

### 2.2- Scheduling

- The schedule will be posted one week in advance
- One weekend may be booked off per month. More than one weekend may be given, however only one weekend is a priority.
- An exact schedule of days off must be given to management at the beginning of each month.
- Exam and paper schedules must be given to management 2 weeks in advance.

### 2.3- Schedule Changes

- If a scheduling change occurs, the manger must be notified about the change as well as which staff member will be filling the shift.
- Notification must be given 24 hours prior to the scheduled shift.

- If an illness prevents 24 hours notice, notify management as soon as possible so a replacement can be found.
- A doctor note may be required if illness persists on a regular basis.

#### 2.4- Staff Replacement Policy

- The staff member requesting a shift change (for reasons other than illness) is responsible for finding his/her replacement.

#### 2.5- Sign In/Out

- At the beginning and end of each shift, staff members are required to enter their shift times on the payroll sheet provided located in the Sign in Book.

#### 2.6- Pay Scale

- Part-time staff will be paid Nova Scotia Minimum Wage, unless otherwise stated by Council. Full-time staff will be set by Council.

#### 2.7- Pay Period

- St. Mary's Fitness Centre operates on a bi-weekly pay period.
- Pay day is every second Thursday.

#### 2.8- Staff Discipline

- Warnings are given for discipline, depending on the number of warnings may result in lose off shifts or worst case scenario the firing of the individual.

#### 2.9- Working out

- Staff may work out anytime during fitness centre hours, but are not to workout beyond the standard hours of operation.
- When working staff may only work out when there are no patrons in the fitness centre and may only use cardio equipment.

#### 2.10- Personal cell phones

- While working staff should not be using personal cell phone, which include sending, or receiving phone calls or text messages.
- A personal cell phone can only be used in an emergency situation.
- If caught doing so staff will be disciplined (section 2.8)

### Chapter 3- Staff Duties

#### 3.1- Opening Duties

##### 3.1a- Explanation

- Disarm building, if not already done
- Turn on lights
- Check notes book, for any new issues (contact supervisor with issues)
- Mark any needed machines 'Out of Order'
- In Fitness Center:
  - Turn on the lights

- Play stereo player
- Open blinds if needed
- Turn on video TV
- Turn on cardio machines
- Count cash, be sure total matches the last shift
- Check cardio reservation sheet are on the correct date
- Put out water bottles and cloth's (for cleaning) refill any low water bottles
- Put out fitness centre sign-in sheet
- Record Hours
- Open doors to the Fitness Center

### 3.1b- Arrival Time

- All staff should arrive 10 minutes before there shift. This gives time to prepare for your shift (i.e. anything you might have forgotten, talking with staff member replacing, etc.)

### 3.2- Closing Duties

- Fill out maintenance logbook, note any major issues in Note book
- Remove all plates from machines and bars
- Shut off Cardio Machines, stereo, laminator and TV's
- Re-set pins to top of equipment
- Remove all accessories from snap hook machines (Lat pulldown, Low seated row, cables)
- Wipe off Cardio reservation Sheets re-set for the next day
- Count cash, be sure total matches the last shift
- Prepare deposit (see manual)
- Put towels outside of Scott Hudson office, if six or less are left on the shelf
- Record Hours
- Do daily cleaning and inspection sheet (on the wall beside the desk has a different piece of equipment each night that is to be checked and cleaned)
- Lock safe and put key away
- Close window and blinds
- Lock Fitness Centre entrance
- Arm building if janitors are not in

### 3.3- Daily Duties

- Keep a record of everything sold throughout the day
- Count cash at the end of the shift
- Check balances with receipts
- Spot any patrons on weight equipment
- Put equipment away if left out
- Watch for the safety of all patrons of the fitness centre

### 3.4- Weekly Duties

- Maintenance check on designated machines

### 3.5- Monthly Duties

- Tighten all bolts and screws on Cardio machines
- Lube all weight holders with motor oil
- Wax deck of treadmill
- System check on all pieces of equipment

### 3.6- Ensuring Membership

- All member are to present there membership card before begin workout to ensure they are a member of the St. Mary's fitness centre
- Any member that has missed placed or forgotten their card, will need to be checked in membership book as for valid membership.

## Chapter 4- Selling

### 4.1- Membership Type and Conditions

#### 4.1a- Pre-Authorized Plan (PAP)

- Available Payment plans:
  - 3-month payment plan
    - Only available on 6-month or higher memberships
    - Payment is divided in 3 payment with no interest charged
    - Must submit at least 2 post-dated cheques, which are post-dated in 1 month increments from the starting date of the membership
    - Post dated cheques can be set for different but only with approval of the recreation office
    - First installment must be paid on starting date of membership (does not have to be with a cheque)
- All pre-authorized plans must be paid with post-dated cheques
- If any cheques come back NSF membership will be suspended until payment including all NSF charges had been completed.

#### 4.1b- Term Membership

- Memberships will range from 1 year to 1 month, which consists of access to the fitness centre during the hours of operation. Refer to Fig 1.1 for the price list.
- Membership prices are reviewed yearly (fiscal year) by Council, which has the right to change prices
- Any membership purchased before the price change will not be affected until expiries
- Membership can be suspended if any rules are violated, which is not added to the end of a person membership (will be lost time)

#### 4.1c- Pre-Paid Guest Card

- Pre-Paid Guest Card can only be approved by recreation committee
- Look under gift certificates for more information

#### 4.1d- 7-Day Punch Pass

- Non-members may purchase a Punch Passes at the information desk located inside the fitness centre
- When using the Punch Pass the member must present card to fitness centre staff and one punch will be taken from the card
- Members can use more then one punch in a visit (can transfer to friends)
- A punch will allow a member to have access to the fitness centre all day and can attend multiply times in one day.
- Punch Passes to not have expiry dates

#### 4.1e- Day Pass

- Non-members may purchase a day pass at the information desk located inside the fitness centre
- Day Pass can only be used by one patron and can't be transferred to another person.
- Day Passes will last from opening to closing on date purchased. A patron may use the fitness centre multiply times during the date purchased.
- Can only purchase a Day on the currunt day, not in advance.

#### 4.1f- Gift Certificates

- Gift certificates may be purchased at the information desk located inside the fitness centre or at the St. Mary's recreation office during non-fitness centre hours.
- A patron may purchases a membership or a select amount which will be deducted from the membership purchased.
- Gift certificates expiry two years from the date purchased
- Gift certificates will be a card/certificate (no membership cards) indicating the date purchased and value of certificate
- No gift certificates may be returned for cash value

#### 4.2- Refunds

- Refunds will be given only to individuals who are leaving the immediate highland region (Highland region includes Pictou County, Antigonish to Guyborough County) to reside elsewhere and in the event of permanent disability or sickness. Individuals must be leaving for period of time exceeding the end of the current membership year. As an option the person leaving may decline a refund (if eligible and apply to transfer the balance of their membership to a non-member.)



- In the event of permanent disability or sickness refunds will be granted where a letter from a medical practitioner detailing the disability or sickness is provided.
- Non-payment of installment is not an acceptable cancellation procedure and will result in full collection produces being implemented.
- Memberships 1 months and under are not eligible for a cancellation or refunds.
- Refunds will only be mailed to the person at their new out-of-town address.
- Refund request must be submitted in writing to the Manager, Fitness Centre for consideration and approval. Refunds must be requested at least 7 days or prior to the date that the member wishes to deactivate their membership.
- After approval, and upon receipt of the current membership card(s), if applicable, eligible refunds will be processed per the following:
  - The original cost of membership minus actual charge for time used plus \$25.00 Administrative Fee
- Only those eligible for a refund will be contacted.
- In extenuating situations additional refunds maybe granted by the Council contrary to the above policy.

#### 4.3- Phone Calls

- St. Mary's Fitness Centre phone is not for personal calls

### Chapter 5- Clientele

#### 5.1- Communication Skills/Essentials

- All patrons are to respect all equipment, fitness centre staff and other patrons of the fitness centre, while in the fitness centre.
- Any problem/comments/concerns can be addressed to the recreation office or council
- Any patron not respecting all areas of the fitness centre will be asked to leave and repeat offenders may lose their Fitness centre privileges.

#### 5.2- Rules and Regulations

- All members are to follow all Rules and Regulations of the St. Mary's fitness centre. Refer section 1.3 of this manual
- Violations of any of the St. Mary's Fitness Centre Rules and Regulations/policies will result in either a verbal warning or outright ejection from the St. Mary's Fitness centre. Any of your behavior may result in loss of facility privileges and denied access to the facility. Failure to comply with the policy after being notified by a staff member may result in the summoning of RCMP and prosecution in accordance with the law.

#### 5.3- Clientele Dress Code

- No opened-toe shoes, non-athletic shoes, sandals, dress shoes or flip flops

- Pants and shorts must be worn at the waistline
- T-shirt or tank tops must be worn at all times. Bare midriffs are not acceptable.

#### 5.4- Cardiovascular Equipment Reservation

- All machines have reservation sheets located inside the fitness centre
- Patrons may reserve a cardio machine for the current or following day only
- To reserve a machine, patrons can do so at the fitness centre or call ahead to book a machine.
- Cardio machines can be booked in 20 minute intervals. As 20 minutes is maximum time limit on cardio machines
- Patrons may use cardio equipment longer than 20 minutes if no one is waiting to use the machine