

YOUR  
WELLNESS CENTER  
MEMBERSHIP  
HANDBOOK



Morton Plant Mease  
Wellness Centers

# 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, we suggest that you consult your physician. We also recommend a comprehensive fitness assessment with a degreed and certified fitness specialist followed by a general equipment orientation. See “Fitness Assessments and Exercise Orientations” on page 6 for details.

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

## Hours of Operation:

We are open 24 hours a day on weekdays beginning Monday at 5am through Saturday 12:30am.

We are open Saturday and Sunday 6am-8pm.

Phone:

(727) 462-7656 Cheek-Powell

(727) 772-2222 Palm Harbor

(727) 502-4444 Carillon

See page 8 for locations

BayCare Wellness Centers close promptly at the hour stated. Please plan to complete your exercises and locker room use by this time. Holiday hours and schedule changes will be posted in advance.

## Membership Types

Single, dual and family memberships are available. Family memberships are defined as adults 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 10-13 years of age may work out with a BayCare Wellness Team 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. 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 nominal fee.
2. Guests must meet age requirements. Guests under 16 must be accompanied by parent or guardian. Minors are not permitted to bring other minors as guests.
3. Guests must sign a waiver prior to exercising.
4. Members are responsible for their guests behavior and conduct while in the facility.

# Services and Amenities

## Friends in Fitness Reward Program

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 rewards. Please see the wellness center team for details.

## Baby-Sitting Service

Baby-sitting 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 their child is in the baby-sitting room. Open communication is available at all times between the child care technician, wellness center member and wellness center team.

Please follow these rules:

- Schedule baby-sitting 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 into the baby-sitting area.
- The same parent who brought the child to baby-sitting must pick him/her up.
- We reserve the right to ask you to remove your child from baby-sitting 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). Sick child care may be available at one of our hospitals (see staff).
- Limited to two hours per child per day.

## Locker Rooms

For your convenience, we provide locker rooms equipped with showers, lockers\*, vanity areas, hair dryers, private changing areas and towel service. Towels are available in the locker rooms, group exercise rooms and on the fitness floor.

*\*Lockers are available for a nominal rental fee at the Cheek-Powell and Carillon Wellness Centers.*

## **Fitness 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 and instruct you on proper equipment use. 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 team member to sign up for your appointment.

## **Group Exercise Classes**

Membership includes use of most group exercise classes with the exception of cycle, which requires a nominal fee in order to reserve a bike. Reservations may be made at the front desk. For safety of participants, the wellness centers reserve the right to limit class size and request that you not enter a class more than 10 minutes after the scheduled start time. Guests may participate in all group exercise classes upon completing a waiver and paying the guest fee. Special classes will be offered periodically for a fee.

## **Blood Work**

Yearly blood screening for lipid profile and glucose is included in your membership. In order to take advantage of this service, please pick up the forms at the front desk.

## **Personal Training**

One-on-one personal training is available. For an additional fee, you can 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,

Pilates reformer and yoga mat training are also available. Please see the front desk for additional information.

## **Nutrition Services**

Membership includes a 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.

## **Weight Management by *Health Management Resources*<sup>®</sup>**

The Health Management Resources (HMR)<sup>®</sup> program focuses on teaching new lifestyle skills to reduce weight and improve overall health. In partnership with HMR, the Palm Harbor Wellness Center offers a treatment emphasizing the skills and behaviors needed to live a healthier, more active life. The Palm Harbor program provides a non-medically supervised, Decision-Free Diet<sup>™</sup>, and a comprehensive maintenance program. This diet promotes more moderate weight loss without medical supervision and uses nutritionally complete HMR weight loss shakes, entrees, and nutrition bars, in addition to fruits and vegetables. It is ideal for anyone who wants to lose at least 20 pounds.

## **Massage Therapy**

Massage therapy services are available on-site for an additional fee. Our wellness centers proudly offer licensed, certified massage therapists specializing in all areas of massage. Half-hour (25 minutes hands-on) and one-hour (50 minutes hands-on) massage appointments are available. 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.

# Locations and Affiliations

## Wellness Center Locations

As a member of the wellness center, you are entitled to full use of all of our locations. Your membership card must be presented to gain use of any and all facilities.

### Locations:

Cheek-Powell Wellness Center  
455 Pinellas Street, Suite 100  
Clearwater, FL 33756  
(727) 462-7656

Palm Harbor Wellness Center  
32672 U.S. 19 N.  
Palm Harbor, FL 34684  
(727) 772-2222

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

## IHRSA

Cheek Powell and Palm Harbor 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 [www.healthclubs.com](http://www.healthclubs.com) to learn about participating clubs in the area. Stop by the front desk to pick up an IHRSA Passport. 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.

# Account Services

## Freezing Your Account

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 upon which your membership account will begin to be automatically billed from the electronic funds transfer account already established. If the return date provided changes to a later date, you will be responsible for a \$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.

## Canceling Your Account

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 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 initiation fee is required.

## Medical Leaves

Medical leave of absence will be granted upon written notice from your physician stating your inability to use the 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 time frame 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 service fee. If a membership account remains cancelled for more than 12 months, new paperwork and full payment of the initiation 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 the membership deduction not be honored by your financial institution for any reason, members will be responsible for the monthly dues, plus a service charge applied by the wellness center. The membership account will be placed on hold until payment is rendered at the front desk.

# Member Etiquette

## 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.

**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, dress shoes and open-toe shoes are not allowed. Street clothes and jeans are not permitted. BayCare team members are not permitted to wear hospital scrubs.

**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 team members or equipment. We ask that members:

- Behave in a quiet, well-mannered fashion. No profane or discriminatory 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.
- Abstain from alcohol or drugs when using the wellness center.

**Solicitation:** Solicitation and petition drives are 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 not be stored in lockers. Lost items will be held for 30 days.

**Parking and After-hours Access:** 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, hair 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. At our Cheek-Powell and Carillon facilities, lockers are available on a rental basis. See a team member for price and availability. 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 centers.

**Strength Training and Cardiovascular Areas:** For your safety, only BayCare fitness specialists and personal trainers can prescribe exercise programs in our facilities. Before using any unfamiliar equipment, ask a fitness specialist for proper instruction. 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 centers. The phone station on the exercise floor is for team member use only. Cell phones are not allowed to be used in any area of the facilities except the lobby. We ask that if you do carry a cell phone, please keep it on silent mode.

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

## **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.

## Helpful Telephone Numbers

<b>Wellness Center Director</b>	(727) 734-6425
<b>Cheek-Powell Wellness Center</b>	(727) 462-7656
Manager	(727) 298-6742
Office Support Coordinator	(727) 298-6740
Fitness Coordinator	(727) 461-8598
<b>Palm Harbor Wellness Center</b>	(727) 772-2222
Manager	(727) 772-2255
Office Support Coordinator	(727) 772-2225
Fitness Coordinator	(727) 772-2242
Member Service Representative	(727) 772-2227
<b>Carillon Wellness Center</b>	(727) 502-4444
Manager	(727) 502-4444
Office Support Coordinator	(727) 502-4444
Fitness Coordinator	(727) 502-4444
Member Service Representative	(727) 502-4444



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HEALTH CARE

The success of Morton Plant Mease Health Care and St. Anthony's Health Care is made possible through the generosity of patients, their families and members of the local community. For information about the Morton Plant Mease Foundation, call (727) 462-7036 or visit [www.mpmf.org](http://www.mpmf.org). To learn more about the St. Anthony's Health Care Foundation, call (727) 825-1086.



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