



MEMBER POLICIES AND PROCEDURES HANDBOOK

Welcome to La Vita! We are honored you have chosen La Vita as your partner in helping you reach and maintain your best possible level of fitness and health. Our principal responsibility is to assure all members a safe and effective environment in which to enjoy the many programs and services offered at La Vita.

The purpose of the La Vita Member Policies and Procedures Handbook is to provide members with the information they need to have an enjoyable exercise and health improvement experience at La Vita. This handbook highlights key membership policies and procedures but is not intended to represent a complete listing of all La Vita policies and procedures. Additional policies may be posted throughout the La Vita facility or provided to members related to a specific program or services (e.g., daycare, personal training, pool usage, etc.).

La Vita reserves the right from time to time to establish and modify rules and regulations concerning the safe and efficient use and operation of La Vita's facilities. All members are required and agree to comply with all rules and regulations established by La Vita. Any conduct by Member that interferes with, adversely affects or poses a threat or risk to the proper operation of La Vita, its facilities and equipment or to any La Vita employee, member or guest is strictly prohibited and may be considered grounds for termination of membership at the full discretion of La Vita. Please contact a La Vita staff member if you have questions regarding the policies and procedures contained in this handbook.

Address: 2815 New Pinery Road, Portage, WI 53901

Phone Number: 608-745-3800

Website: www.DSHLaVita.com

Email: Lavita@dshealthcare.com

Pools will close 30 minutes early to allow time for using the locker rooms. Temporary changes to operational hours will be posted one week in advance whenever possible. Additionally, La Vita may close or reduce hours on select holidays and will provide advance notice.

Operations during Inclement Weather. In the event of severe weather, La Vita may have to reduce hours of operation or close. In the event of lightning, pool activities will be suspended and the pools will remain closed 30 minutes after the last sighting. Every effort will be made to communicate to members in advance of changes.

Nature of Membership. Membership is non-transferable and entitles the member use of La Vita facilities and related exercise equipment to include but not limited to, workout areas with exercise equipment, indoor track, indoor pools, exercise studios and locker rooms. Age requirement for membership is 14 years of age and older.

Temporary Freeze of Membership. Member may request a temporary freeze of their membership once per twelve (12) month period from the effective date of their membership. The freeze period must be a minimum of one (1) month and a maximum of three (3) consecutive months. Request for membership freeze must be received *in writing* to La Vita prior to the 15th of the month preceding the request time period of the freeze. Monthly membership dues per member will be reduced to \$10 during the freeze period. No member is allowed to access La Vita during the freeze period. Request for temporary freeze of membership after the 15th will be evaluated and decided upon by La Vita at its discretion on a case by case basis.

Physical Activity Readiness Questionnaire. Prior to participating in any activity or event requiring physical activity at or associated with La Vita, members will be offered a Physical Activity Readiness Questionnaire (PARQ). If the member, does not want to complete the PARQ, a PARQ waiver must be signed. If it is determined that the member may have a condition that could potentially be aggravated by exercise or compromise the ability to exercise safely, the member is encouraged to consult their primary care provider and La Vita will send a written clearance to the provider to be signed. Any exercise restrictions indicated by the provider will be interpreted by a fitness professional and shared with the member. The member may opt out of physician clearance by signing a separate waiver. In addition, all members will be required to sign a liability in order to participant in any of La Vita's services. Members are responsible for notifying La Vita of any changes related to the information given at enrollment (e.g., health history). La Vita may require new paperwork at any time.

Fitness Assessment and Equipment Orientation. All new members are encouraged to schedule a free fitness assessment and equipment orientation before using the facility. A La Vita Fitness Specialist will assess key areas of your physical fitness and teach you proper use of equipment. Additionally, the Fitness Specialist will serve as an important resource for you. You can talk with him or her about anything concerning the facility or your fitness needs.

Member Check-In.

1. All La Vita members must check-in at the La Vita front desk located on the 2nd floor of the Wellness Center or at the pool office.
2. Members are required to scan their membership "barcode" via key tag or cell phone App (if made available by La Vita).
3. Sharing membership card or barcode is not permitted and may result in cancellation of your membership.

Guests.

1. Guests must check-in at the La Vita front desk located on the 2nd floor of the Wellness Center.
2. Guests will follow the same member paperwork procedures (above), and paperwork must be completed prior to using the facility.
3. Guests must be 14 years of age or older. If under the age of 18, guests must have their parent or legal guardian sign the liability waiver and PARQ.
4. All guests are required to pay a \$10 guest fee if present without a member, \$7 guest fee if present with a member, or present a complimentary guest pass.
5. Use of the facility by the same guest is limited to six (6) times per twelve (12) month period from their first visit. Any maximum usage exception must receive La Vita management approval.

6. Guests may be restricted from purchasing or participate in some types of special programming (e.g., personal training).
7. Guests must comply with all Member Policies and Procedures.

Parking. Complimentary parking is provided surrounding the Wellness Center building. Members are encouraged to be sensitive to the health condition and needs of patients who are also accessing the Wellness Center building. When possible, and especially during weekday business hours, please allow patients the opportunity to park in spaces immediately adjacent to the building, unless of course your health situation necessitates a close or handicapped parking space.

Member Services. The Member Services 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, Pro Shop and Café purchases. Please contact a Member Services Associate if you need to make any status changes to your membership (i.e., membership freeze, change of address, credit card updates, name change, etc.).

Member Comments and Suggestions.

We sincerely appreciate and value all thoughts and suggestions. Members can provide feedback to us in a variety of ways (e.g., in person, by phone, by email). Additionally, members are welcome to make an appointment with the Member Service Supervisor or the La Vita Director to discuss any concerns or suggestions.

Drop-in Daycare. Care is provided to children and grandchildren of La Vita members within the following policies:

1. Age of children: 2 months – 10 years.
2. Maximum length of time per child per visit: 2 hours
3. Member must be participating in an exercise program, event or activity in the La Vita facilities, and may not under any circumstances, leave the premises while their child is in La Vita daycare.
4. Parent or Legal Guardian must complete all required registration forms prior to member leaving the child for the first time.
5. Member must comply with all daycare policies and procedures. Failure to do so may exclude the member from being able to use the La Vita daycare service.
6. Reservations for daycare must be made 12 hours in advance, or are on a first-come, first-serve basis.
7. La Vita reserves the right to limit the number of children in the babysitting facility at the same time.
8. Failure to cancel daycare reservations three (3) times in a 30 day period will result in suspension of the daycare service for 30 days.
9. Members must pay for daycare at the Member Services desk before leaving the facility.

Special Events. Occasionally, special events will be held in various areas or the facility that may prevent usage by members of that area for a limited time. Such events will be announced in advance and in every case, alternative areas will be made available for members whenever possible.

Tobacco and Smoking Policy. For members' health and well-being, the building and grounds are tobacco free. Use of tobacco products in any form (e.g., cigarettes, cigars, chewing tobacco, etc.) is prohibited.

Food and Beverages. Any kind of food, glass bottles, cans and other open containers are not allowed in La Vita facilities. Plastic bottles with a cap are acceptable. Food and beverages purchased in the Café must consumed there or packaged in appropriate "take out" containers. Under no circumstance will any food (packaged or not) be allowed in the workout areas or consumed while exercising. Consuming water and appropriate "sports drinks" is allowed while

exercising as long as they are contained in appropriate plastic containers. Paper or plastics cups of any kind are not allowed in exercise areas.

Alcohol. The sale and use of alcoholic beverages is prohibited.

Solicitation Policy. No solicitation or promotion of products, services, or events is permitted on the premises without prior written approval from Divine Savior Healthcare.

Weapons. The carrying of any weapons (e.g. guns, knives, electric weapons, etc.), concealed or otherwise, by anyone other than on-duty law enforcement personnel within the confines of any of Divine Savior Healthcare's facilities is forbidden.

Attire. To help keep La Vita safe and clean, all members are required to wear proper workout attire and footwear for their particular activities. Shirts are required for all non-swim activities. No sandals, open-toe or heel footwear is allowed while exercising and no black-soled shoes (other than those with non-marking soles) are allowed in the group exercise studios. Members are required to carry in an extra pair of clean footwear to wear while using the facility. Bare feet are allowed only in locker rooms, aquatic areas and in certain group exercise classes (e.g., Yoga). Thong-style swimsuits are not permitted. Wet swimming attire is not allowed in any "dry areas" of the facility. Clothing bearing profanity or potentially offensive language or graphics is not allowed. Such interpretation will be at the sole discretion of La Vita management.

Cell Phones. Talking on cell phones while in the La Vita facility is discouraged but allowed within the following restrictions:

1. For your own safety, and the safety of others, talking on cell phones is not allowed while using any piece of exercise equipment, participating in group exercise classes, using pools or the indoor track.
2. Use of cell phones is strongly discouraged in the locker rooms.
3. Loud and disruptive cell phone conversations will not be allowed.
4. Listening to music on cell phones without earbuds or headphones is not allowed.
5. Cell phones left in lockers while using the facility must be on silent or vibrate.

Photography and Videography. Photography or videography using any modality (including cell phone camera) is strictly prohibited in all areas of the facility without prior permission from La Vita management. Additionally, under no circumstance will photography or videography using any modality (including cell phone camera) be allowed in locker rooms or daycare areas. Use of cameras in these areas can result for immediate termination of membership and any and all information related to such use may be referred to appropriate public safety agencies at the full discretion of La Vita management or as may be required by law.

Lost and Found. Under no circumstance is La Vita responsible for any lost or stolen items of members or their guests. All lost items are recorded in the Lost and Found Log at the Front Desk and stored for 30 days. To claim a lost item, contact Member Services to make arrangements. You will be required to show identification and give a complete description of the item.

In Case of Emergency. In the event you have or observe a situation requiring an emergency response, please refer to emergency signage and instructions strategically located throughout the La Vita facility, and/or contact a La Vita staff member for direction and assistance. Additionally, never hesitate to call 911 in the event of an emergency.

Use of Exercises Facilities, Amenities and Equipment. Use of exercise facilities, amenities and equipment by members and guests is subject to the following polices, as well as others as may be posted throughout the facility:

Exercise Equipment Workout Areas:

1. Before using any piece of exercise equipment for the first time, members are advised to have a personalized equipment orientation completed with a La Vita Fitness Specialist.
2. Members between the ages of 14 and 18 are required to complete a personalized equipment orientation with a La Vita Fitness Specialist.
3. Children under 14 years of age are not permitted within the exercise equipment areas, including the group fitness rooms, or track.
4. Exercise equipment cannot be reserved and is used on a first-come, first serve basis.
5. There is a 30-minute time limit on all cardiovascular equipment when other members are waiting.
6. Resting on strength training equipment between sets or transition to next station is not allowed if other members are waiting to use the equipment.
7. Free weights and dumbbells must be returned to their racks after use.
8. Use of profanity or any type of excessively loud language or sounds is not permitted.
9. Due to the high risk of injury, we recommend you use a spotter when training with free weights.
10. Weights are not to be dropped or thrown for any reason.
11. As a courtesy to other members, please wipe off cardiovascular and strength training equipment after each use with the cleaner provided. Do not use cleaning wipes on electronic touchpads or screens.
12. Avoid the use of perfumes or colognes due to allergic reactions some members may experience.
13. Report any injuries or equipment problems to La Vita staff immediately.
14. Use of your own exercise equipment will be allowed on a case by case basis and must be labeled with your name prior to entry into the workout areas.

Group Exercise Studios:

1. Group fitness classes are on a first-come, first-serve basis.
2. Most group exercise classes are all-inclusive with membership; however, some selective specialty classes may be provided for an additional fee.
3. La Vita reserves the right to change class times and instructors and to add or remove classes.
4. If a class has less than five participants, the instructor reserves the right to cancel class.
5. For safety purposes, La Vita reserves the right to limit the number of participants in group exercise classes.
6. Class participant should not enter a class more than ten minutes after the class has begun.
7. Inform the instructor of any injuries or limitations of which he or she should be aware.
8. Proper footwear is essential. Ask an instructor for help in determining the correct shoe for your activity.
9. Small workout towels and plastic water bottles are allowed.
10. Members are allowed to use exercise equipment located in the studios when a class is not in session only after they have been shown how to properly use the equipment by a La Vita staff member.
11. All exercise equipment must be returned to the appropriate storage unit/area after usage.
12. Members are not permitted to use any audio and video equipment without permission from La Vita staff.

Indoor Track:

1. Members should use the inside of the track for walking and outside of the track for jogging/running.
2. To avoid potential collisions, always walk or run in the direction of the posted directional arrows.
3. Always look before entering or crossing the track, and yield to walkers/joggers.

4. If you are walking/jogging two abreast with a partner, please be considerate when approaching another exerciser and go single file.
5. When possible, always pass on the outside.
6. No black sole shoes are permitted on the track unless they non-skid shoes.

Aquatic Facilities: The Aquatics facilities include a 25 meter, 4 lane lap pool and a warm water exercise/therapy pool.

1. There is an aquatic attendant at all times of operations in the pools. There is no lifeguard on duty.
2. Health department standards require that members shower with soap and water before use of any pool.
3. Proper swim attire is required in all pools (i.e., no thong-type swim suits).
4. No glass containers of any kind are permitted in aquatic facilities.
5. No food, gum, or beverages are permitted in aquatic facilities.
6. Diving is not allowed.
7. Breath holding while swimming underwater for an extended period of time (i.e., attempting to swim length of pool) is not allowed.
8. Running, pushing, shoving, or any kind of "rough housing" is not allowed.
9. No one with open or bandaged wounds is allowed in pools.
10. Swimmers must dry off and wear dry clothing and shoes before exiting the aquatic facilities and locker rooms.
11. Pools are subject to close due to lightning at the discretion of La Vita staff on duty at the time of occurrence. Pool facilities will remain closed 30 minutes after the last lightning sighting.
12. Lap swimmers must share lanes during peak usage times or when the number of lanes is reduced.
13. For specific programs (e.g. swim lessons) children may use the aquatic facilities. During these programs, children under the age of 14 years old must be accompanied by a parent or La Vita staff member and kept under control at all times while in the pool area and locker rooms. If not in a specific La Vita program, children are absolutely not allowed on the pool deck or in any of the aquatic areas.
14. Members are allowed to bring their own swimming equipment (e.g., fins, hand paddles, kick boards); however, no floats are allowed, except as might be needed for small children or adults who cannot swim. No water toys (e.g., water guns, etc.) are allowed.
15. At times, the warm water therapy pool is shared with rehab for therapy. La Vita reserves the right to limit access at these times. Please respect the privacy of these patients.
16. Members will be notified in advance of any special classes and/or activities where open swim may be closed or limited.
17. Pools will close 30 minutes prior to closing to allow time for using the locker rooms.

Locker Rooms: La Vita features two Men's and Women's locker rooms for use by members and guests. One is located on the 2nd floor adjacent to the front desk and the other is located on the 1st floor adjacent to the aquatic facilities. Each locker room provides a number of amenities including day use lockers, showers, rest rooms, hair dryers and complementary towels.

1. Members and guests must check-in at the 2nd floor front desk or pool office prior to use of either locker room.
2. Children under the age of 14 will not be allowed unaccompanied in the locker rooms.
3. Children above the age of 4 are not allowed in an opposite sex locker room even if they are accompanied by their parent, grandparent, guardian or appropriate age sibling or other family member.
4. Lockers are provided on a "per use" basis and cannot be reserved.
5. Only one locker can be used per visit.
6. Lockers must be emptied of their contents after each visit.
7. Locks are provided by La Vita. Please return the key back in the locker lock after use. Lockers with missing keys after closing will be emptied and the contents will be placed in Lost and Found.

Family / Assisted Changing Rooms. Two special changing rooms are located on the first floor adjacent to the aquatics area and Rehabilitation Services gym. One room includes shower facilities. These rooms are for use by Rehab Services patients and members needing assistance with dressing and grooming by a caretaker, or by parents, grandparents or guardians of children 4 years of age and younger who are not allowed in the opposite sex locker rooms.

Personal Training. One-on-one and small group training sessions are provided for an additional fee. All Fitness Specialists are certified in personal training and have experience in their respective fields of expertise. Contact Member Services, or a Fitness Specialist to get more information and to schedule an appointment. Only La Vita staff are allowed to perform personal training in the facility. Specific personal training policies and procedures will be explained prior to sign up (e.g., session cancellations must be received 24 hours in advance).

Nutrition Programming. Individual and group nutrition programming may be offered to members for an additional fee. Services may include weight-loss/weight-gain, low-fat diets, general dietary guidelines, menu planning, lowering cholesterol, sports nutrition, vegetarian diets, pregnancy nutrition, and computer-assisted dietary analysis. Contact Member Services for more details.

Medically Integrated Programs. Divine Savior Healthcare clinicians and La Vita Fitness staff have developed special supervised exercise programs for individuals with certain health conditions and unique needs. These programs are usually 6 – 12 weeks in length and meet in La Vita 2 – 3 times per week. Participants in these programs can include former patients (e.g., cardiac, pulmonary, oncology, diabetic, physical therapy, weight management, etc.) and individuals who have been recommended by their physician or other healthcare providers. Participation generally requires clearance from an appropriate healthcare provider. For a full listing and additional program information about these unique programs, visit the La Vita website (www.dshlavita.com) or contact Member Services.

Pro Shop: Athletic apparel, amenities, and minor equipment store is available immediately adjacent to the front desk. Items can be purchased at the Member Services desk.

Café: The Café is open during all hours of operation and is located immediately adjacent to the front desk. Items include smoothies, juices, coffee, salads, sandwiches, healthy snacks and much more. Seating is also available. Items can be purchased at the Member Services desk.

(Revised 9/16)