

WE KNOW RESULTS

Franciscan Health Fitness Centers provides a pathway to a healthier lifestyle through the comprehensive fitness and wellness services, equipment, facilities and expertise that it offers to communities in Northwest Indiana.

Franciscan Health Fitness Centers strives to be the leading wellness advocate and resource for the community and coach to the individual anywhere along the health continuum, providing the opportunity for individuals to experience the benefits of committing to a healthy lifestyle.



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FranciscanHealthFitnessCenters.org

Franciscan HEALTH FITNESS CENTERS

Member Handbook and Frequently Asked Questions



CODE OF ETHICS

All members, guests, and employees, by entering through our doors, agree to abide by the following standards. These standards provide, as a primary goal, for the general welfare and protection of the individuals and groups who work at and patronize our facilities. We reserve the right to ask those who choose not to comply to leave our facilities.

- To honor the rules and policies as set forth for all areas of the facilities and treat people respectfully.
- To not only respect, but protect the human and civil rights of all individuals.
- To not knowingly participate in or condone unfair discriminatory practices.
- To be honest, fair, and respectful of each individual and their personal belongings.
- To be respectful and responsible when using any and all common facilities and equipment.
- To leave equipment in the condition that you would want it to be in.
- To respect the rights of others that hold attitudes and opinions that differ from my own.
- To not make statements that are false, misleading, or deceptive.
- To make appropriate use of resources including equipment, facilities, and services.
- To manage anger that may result as a difference of opinion, competition, or expectation.
- To withhold from any inappropriate and/or offensive behavior, language, or suggestions.
- To understand that management has the discretion to determine what attire is inappropriate and has the authority to require members, guests, or staff to refrain from wearing inappropriate attire.
- To honor the rules and policies as set forth for alcohol, tobacco, drugs, and weapons.
- No tolerance rule in effect. You will go home if you swear, argue or fight.

MESSAGE THERAPY FAQ

WHAT CAN I EXPECT DURING A MESSAGE SESSION?

Location

- Your message session will take place in a quiet, relaxing, private room on a table designed for your comfort. Massage rooms are accessed through the women's and men's locker rooms.

Modesty

- Most massage techniques are performed best while you are unclothed. However, it is important that you feel comfortable. After a pre-session consultation with your Massage Therapist, you will be left alone in the room to undress to your comfort level and lay between sheets on the heated massage table.
- The Therapist will always make sure you are draped for warmth and modesty. If you ever feel uncomfortable, let your Therapist know what they can adjust.

Massage Oils and Creams

- Your Massage Therapist will use a light oil or cream to allow your muscles to be massaged without causing excessive friction on the skin.
- Please inform your Therapist of skin sensitivities or allergies.

Relaxing Environment

- While many people close their eyes and completely relax during a massage, others prefer to talk. It is your session, so make yourself comfortable.

After the Massage

- Most people feel very relaxed following a massage. Some experience relief from long-term aches and pains, while others simply feel energized.
- It is important to stay properly hydrated after a massage. Please stop at the Service Desk for your courtesy water.

Session Courtesies

- Showering is recommended before massage appointments to help loosen tight muscles and to remove perfumes, lotions, and colognes.
- For your comfort avoid large meals, caffeine, tobacco, and other stimulants prior to your massage.



FREQUENTLY ASKED QUESTIONS

How do I get a Guest Pass for a family member or friend?

Qualified Guests:

- A. 18-years of age or older and have a valid state ID.
- B. Have not already activated a one-week pass within the last year.
- C. Must make an appointment with the Membership Coordinator for the first visit and tour. The pass will be validated at that time.
- D. Guests with accompanying member pay a \$15 fee.
- E. Guests without accompanying member pay a \$20 fee.

How do I get started with a Fitness Program?

First, stop by the Fitness Desk located on the Fitness Floor to schedule your free Fitness Assessment. ACSM pre-screening guidelines are followed and members may be required to obtain a medical release before an Assessment can be scheduled. Upon completion of your Fitness Assessment, you are eligible for a Fitness Orientation (Land/Aqua). During your one-on-one Fitness Orientation, you will be introduced to equipment that will help you meet your personal fitness goals.

How do I get started with a Personal Trainer?

For an additional fee, we offer individualized Private or Semi-Private Personal Training and Team Training. A Fitness Assessment is required prior to your first session and annually thereafter. For more information about Personal Training, please inquire at the Fitness Desk.

What if I don't want the dues to come out electronically next month?

Dues are automatically debited utilizing your payment on file on the 1st of every month. To use alternative payment, pay at the Service Desk prior to the 25th of the month.

What do I need to bring? What locker do I use?

Keyless lockers are available for daily-use. Complementary toiletries are located in each locker room. Daily/Monthly Towel Service is available, please inquire at the Service Desk.

When can I use the Functional Training Area?

All Members are welcome to use the Functional Training Areas for their workouts when the area is not being used for trainer-led group classes. The room schedule is on display at the entrance of the studio.

When do I register for a Group Exercise class?

To register or cancel a registration, visit MYiClubOnline.com. Group Exercise class enrollment is open 48-hours prior to class time for qualifying memberships. Same day registration begins upon Fitness Center opening by contacting the Service Desk.

How do I schedule with a Massage Therapist?

Prepaid massages can be booked on MyiClubOnline.com To purchase, schedule, or cancel a Massage Therapy session, please contact the Service Desk.

NORMAL FACILITY HOURS

Monday through Thursday: 5am - 9pm

Friday: 5am - 7pm

Saturday & Sunday: 7am - 5pm

HOLIDAY FACILITY HOURS

New Year's Day	Open to 12pm	Halloween	Normal Hours
Easter	Closed	Thanksgiving	Open to 12pm
Memorial Day	Open to 12pm	Christmas Eve	Open to 12pm
July 4th	Open to 12pm	Christmas Day	Closed
Labor Day	Open to 12pm	New Year's Eve	Open to 5pm

CHESTERTON FACILITY

7,242 Sq. Foot Fitness Area

Strength Equipment
Free Weight Area
State-Of-The-Art Cardio Equipment
Functional Training Studio with Myzone
Performance Studio with Myzone
Group Exercise Studio with Myzone

Weekly Group Exercise

30+ Land and Cycle Classes
15+ Aqua Aerobic Classes
50+ LES MILLS Virtual Classes

Additional Services

Free Fitness Assessments
Free Fitness Orientations
Licensed Massage Therapy
Personal Training: Private/
Semi Private/Team

Facility Highlights

25 Meter Salt Water Lap Pool
Warm Salt Water Therapy Pool

Indoor Banked Track 1/16th Mile
Men and Women's Whirlpools
Men and Women's Dry Saunas

Locker Rooms

Women's/ Men's/Private Assisted
Changing Locker Rooms
Complimentary Amenities:
Shampoo/Bodywash
Conditioner Deodorant
Hair Dryer Hair Spray
Monthly Towel Service Available
Keyless Combination Lockers



DRESS CODE

- Please practice proper hygiene.
- Keep clothes clean and odor free.
- Athletic footwear must be worn in all areas of the club except on the pool deck. No bare feet, open toed shoes, or work boots allowed.
- Aquatic shoes are recommended in all wet areas including pool deck, sauna, whirlpool, and shower areas.
- No offensive clothing will be tolerated.
- Management has the discretion to determine what attire is appropriate.
- Designated aquatic wear must be worn in the pools and whirlpools.

CLUB MEMBERSHIP TYPES

Classic Membership*

Month to Month or 24-month contract.

Senior Membership*

Individuals 60+ years old. Month to Month or 24-month contract.

Student Membership

Students 16-24 years of age with a current copy of a Student ID or class schedule.

Medical Membership Program

60-day Membership for qualifying patients with Physician or Physical Therapist Referral. Additional information available on the website below.

<http://www.FranciscanHealthFitnessCenters.org/Medical-Memberships>

Insurance Based Membership

Please check with your medical insurance provider to see if Franciscan Health Fitness Centers is in your network.

*Add-On discount available. "Add-On" individuals must be 16 years of age and older and reside at the same address as the primary member for the duration of the membership agreement. Proof of residency required.

Please ask for a Membership Coordinator by calling 219-983-9832 or click [Join Now](#) on our website.

Membership Coordinator Hours:

Mondays 9:30 - 6:30pm, **Tuesdays, Wednesdays, Thursdays** 8:30am- 5:00pm, and **Fridays** 8:30am- 4pm.

Additional appointment times available by request.

INDOOR CYCLING REGISTRATION RULES

- Advance registration recommended. MyiClubOnline.com class enrollment up to 48-hours prior to class time for qualifying memberships.
- Day-of registration begins upon Fitness Center opening by contacting the Service Desk.
- Bikes are reserved up to 90-minutes in advance at the Service Desk.
- Individual sign-ups only.
- If you wish to use a demo Myzone belt, please arrive 10 minutes prior to class.

RED LIGHT / GREEN LIGHT POLICY

- Each month our Group Exercise class attendance will be evaluated using the Red-Light/Green-Light system.
- A Red Light label will be assigned to a class when the attendance drops below 30% capacity.
 - After one month, the instructor will be notified.
 - After two months, the class will be notified via Red-Light/Green-Light posting on bulletin board.
 - After three months, Franciscan Health Fitness Centers reserves the right to change or remove the class from the Group Exercise Schedule.

Group Exercise and Team Training Schedules are available online at:

FranciscanHealthFitnessCenters.org/classes

FACILITY TEMPERATURES

Air temperature in pool area will vary within 4° of water temperature.

- Whirlpools² = 101°-104°
- Saunas¹ = 160°- 170°
- Physical Activity Areas¹ = 68°- 72°
- Lap Pool² = 77°- 82°
- Therapy Pool² = 90°- 93°

¹ as per ACSM recommendations

² as per Pool and Hot Tub Alliance recommendations



FAMILY SWIM

- Specific dates have been set aside so that members may spend time with their families at the Club. Those hours are Sundays from 12pm to 3pm.
- Required annual minor paperwork must be completed by parent or guardian prior to use of the facility.
- Management reserves the right to ask for age verification of all family members.
- Management reserves the right to limit the number of Family Swim guests, due to safety concerns and pool capacities.
- Children must be accompanied by a parent or legal guardian (who is a current member) at all times.
- Family members are considered guests and all guest rules apply. (See page 12 for details.)
- All guests ages 16 and up will be charged a \$5 guest fee during Family Swim.
- Children and grandchildren under 16 years of age are free during Family Swim.
- No boy, of any age, is allowed in the Women's Locker Room. No girl, of any age, is allowed in the Men's Locker Room.
- During Family Swim and Family Hours, only Coast Guard approved flotation devices are allowed in pools. (Available for purchase at the Service Desk.)
- No outside equipment or toys are permitted during Family Swim.
- Non-potty trained children must wear swim diapers.
- Do not change diapers poolside.



GUEST POLICY

- Guest tours are available anytime, however appointments are recommended.
- All guests must be 18 years of age or older and provide a valid state photo I.D and complete all required paperwork.
- Guest are required to abide by the Code of Ethics (see page 2).
- Guests are permitted during all hours of operation.
- Standard guest pricing is delineated below. For Family Swim pricing see page 12.
- Walk-in Guests: \$20
- Guests with Members: \$15
- Members' children ages 16 - 17 with a parent/legal guardian: \$15
- Members' children ages 12 - 15 with a parent/legal guardian: \$2
- Member's Children ages 12 - 15 may use the Fitness Floor and attend land group exercise classes while accompanied at all times.
- Non-Members/Guests and Member's Children under 18 years may not use the pools, whirlpools or saunas.
- We do not provide exercise prescriptions for minor guests.
- Children must demonstrate a working knowledge of equipment.
- Some restrictions may apply.

PROGRAMS

Registration available at the Service Desk.

- American Heart Association Classes
 - CPR and AED Certifications
 - First Aid Certifications
- American Red Cross Classes:
 - Babysitting Certification
 - Lifeguard Certification
 - Water Safety Instructor Certification
- Swim Lessons - Private, Semi Private, and Group for Adults and Children
- Working Well Quarterly low cost Blood Draws

Free Programs/Drives

- Monthly Care Drives
- Monthly Fitness and Social Challenges
- Bi-Monthly Versiti Blood Drives
- Quarterly LES MILLS BODYPUMP Program Release Events
- Bi-Annual Community Day Health Fair
- Member Appreciation Day Event
- Group Exercise Pop-Up Events

GENERAL MEMBERSHIP POLICY

- Management reserves the right to immediately terminate any membership, at its discretion, for any reason, including, but not limited to: non-payment of fees, violation of Club policies, disruptive and abusive behavior or comments, or any action that interferes with the operation of the Club or other members safety or enjoyment of the facilities.
- Franciscan Health Fitness Centers complies with applicable Federal Civil Rights Laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Franciscan Health Fitness Centers does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.
- The members, guests and families who use the facility agree to abide by the rules and regulations of the Fitness Center, including our Code of Ethics, as they are now and as they may be amended or supplemented.
- Our employees are educated on our privacy policies and are entitled to access member information only as necessary to provide care to you or for other authorized, legitimate reasons. A violation of Franciscan Alliance's privacy policies would be considered a serious offense. Failure of an employee to protect a member's information from accidental or unauthorized access is not tolerated.
- Each new member agrees to authorize a membership agreement and complete all required paperwork. Member shall not be relieved of fulfilling his or her obligations or agreement for reasons of absence or failure to use the facility.
- Any person signing a membership agreement, new or renewal, must be in good standing.
- In the case of payment delinquency, a \$19.50 fee will be applied each month until account is back in good standing. Additionally, a \$9.50 fee will be automatically applied upon the 3rd draft attempt each month.
- All pricing is subject to change.
- Replacement ID card fee is \$10.
- For all necessary membership amendments or queries please refer to your MYiClubOnline account MyiClubOnline.com or direct to our website: FranciscanHealthFitnessCenters.org
- Leave of absences are permitted once annually from one to four consecutive months. Please inquire at the Service Desk.
- Admittance will not be granted without proper identification
- Every member, guest and program participant must check in at the Service Desk.

POOL RULES

- No lifeguard on duty. Swim at your own risk.
- Swimming alone is not recommended.
- Both lap and therapy pool are under video surveillance.
- Spitting, spouting of water, blowing the nose and similar behavior in the pool is prohibited.
- Anyone who has had diarrhea in the past 2-weeks or those with an open wound *cannot* use the pool.
- Non-Members under the age of 18 may only use the pool when a lifeguard is on duty during Family Swim or swim lessons.
- Therapy pool: 32 max. Lap pool: 123 max.
- During Aquatic Group Exercise Classes, one lap lane will always be available for circle swimming.
- Lane sharing is required, up to five users per lane.
- No glass, food, gum or beverages (except plastic water bottles) are allowed on the pool deck.
- Prolonged underwater swimming or breath holding is prohibited.
- No running or rough play is permitted in the pool area.
- No hanging on, lifting up, or moving of lane lines.
- No diving or head first entry is allowed in either pool.
- Long hair must be tied back.
- Street clothes and shoes are not allowed in the pool. Designated swim attire must be worn in pools.
- No equipment (noodles, kickboards, dumbbells, gloves or inflatable objects) allowed during Family Swim.
- Lifeguards and Management reserve the right to deny the use of our pool to any patron who does not adhere to the rules listed herein or posted in the area.
- Lightning/Thunderstorm Policy when lightning is detected within 2.5 miles of the facility, the MOD will evacuate all wet areas. Wet areas are defined as both swimming pools, whirlpools and showers. The area is to remain evacuated until the "All Clear" is called or until 30 minutes after the last evidence of lightning is seen.

WHIRLPOOL

- No shampoo, soaps, shaving, nail clipping, or other personal hygiene maintenance allowed.
- Nudity is prohibited in the whirlpool.
- No glass, food, gum or beverages (except plastic water bottles) are allowed in the whirlpool.

GENERAL POOL, WHIRLPOOL AND DRY SAUNA RULES

- In case of emergency, emergency phones are provided in all locker rooms and on the pool deck.
- Indiana State Law requires a cleansing shower before the use of any spa, dry sauna, whirlpool or pool, and when returning from the restroom.
- Please wear appropriate aquatic attire at all times.
- The use of cell phones or electronic devices are not permitted in locker rooms, pool deck, saunas, whirlpools or pools due to privacy and battery instability at high temperatures.
- Please do not use hair dye products in the locker rooms. The products permanently stain the curtains, grout, tiles and counter tops.
- Never use these areas during or after the consumption of alcohol.
- Individuals with known hypertension, diabetes, pregnancy, and cardiac medical conditions should consult with their physician before use.
- Individuals with exposed sub-epidermal tissue, open blisters, cuts, healing wounds, etc., are not allowed to use the pool, dry sauna and whirlpool.
- Limit exposure to 10 minutes in the sauna or whirlpool leaving sooner if you feel any discomfort.
- Individuals under 16-years of age are prohibited from using the sauna and whirlpools. See Pool Rules for age restrictions for the pools.
- These amenities should not be used for weight loss, always replenish fluids.
- Aquatic shoes are recommended in all wet areas including pool deck, sauna, whirlpool, and shower areas.

DRY SAUNA

- To avoid electrocution, do not pour water on the electric unit in the dry sauna. It will *not* produce steam.
- Do not hang clothes to dry in the sauna.
- No shaving, nail clipping, or other personal hygiene maintenance allowed.
- Neither nudity nor direct skin contact to the sauna surface is permitted. Please utilize towels as a barrier at all times.
- No street clothes or street shoes allowed in the dry sauna.

GENERAL MEMBERSHIP POLICY

- We adhere to American College of Sports Medicine® (ACSM) pre-screening guidelines and members may be required to obtain a medical release.
- Lost and found drawers are located in the Pro Shop.
- Contents not removed from lockers daily may be subject to removal and will be placed in Lost and Found.
- Limited availability of monthly locker rentals are available if you wish to leave belongings here overnight. Please inquire at the Service Desk.
- Cell phones or any technology with photographic capabilities will not be permitted in the locker room areas or pool areas of the club. Talking on cell phones is **only** permitted in the lobby and vending areas.
- No unauthorized photography allowed within the facility.
- All electronic devices with audio capabilities require the use of personal headphones. The use of personal speakers is strictly prohibited.
- All point of sale transactions occur at the Service Desk. Acceptable forms of payment include: Visa, MasterCard, Discover, American Express Club Account, Cash, Check, or Gift Cards.
- Smoking, e-cigarettes and vaping are not allowed anywhere on Franciscan property.
- Lightning/Thunderstorm Policy - when lightning is detected within 2.5 miles of the facility, the MOD will evacuate all wet areas. Wet areas are defined as both swimming pools, whirlpools and showers. The area is to remain evacuated until the "All Clear" is called 30 minutes after the last evidence of lightning is seen.

SECURITY

- Our #1 concern is the safety and security of our members and guests. Therefore, we ask that each and every patron use good judgment in their conduct.
- In case of an emergency, please notify any staff member. A Manager On Duty (MOD) is available during all hours of operation.
- The MOD may close certain areas of the facility as needed.
- No weapons of any kind are allowed in the facility.
- No tolerance rule in effect. Foul language, arguing and fighting are a violation of our Code of Ethics (see page 2).
- If a member or guest violates the Code of Ethics, a potential suspension of 30 days to one year may occur.
- Fitness Center is not responsible for theft or loss of personal items on or about the premises.
- Preferred payment options can be set to allow Club Accounting so wallets can be left at home.
- Daily use of self-locking lockers are available in all locker rooms,

FITNESS STUDIOS RULES

- No black soled shoes (including tennis shoes) or street shoes are allowed.
- Exercise spaces within the Studios cannot be reserved and will be claimed individually by participants as they enter the studio.
- As a courtesy to the members and the instructor, please do not enter the studio while a class is in session.
- After class is finished, please exit quickly so the next class can start on time.
- Please return all used equipment to its proper location.
- No coats or bags in the Exercise Studios or surrounding areas. Please place them in a locker.
- Water bottles are permitted in all areas of the Fitness Center.
- Only medically required food and beverages are permitted in any exercise space.
- Children 12 and up may use the Exercise Studios with a parent or guardian. They must demonstrate a working knowledge of equipment in this area.
- If you wish to use a demo Myzone belt, please arrive 10 minutes prior to class.

FUNCTIONAL TRAINING STUDIO RULES

- All Members are welcome to use the Functional Training Studio for their workouts when other programs are not in session. This would include: Team Training Sessions, Private and Semi-Private Personal Training, and other special events.
- All Functional Training equipment must remain in the Functional Training Studio.
- Clean, dry athletic shoes must be worn at all times.
- This area is under continual video surveillance.
- No coats or bags in any studio or surrounding areas. Please place them in a locker.
- Water bottles are permitted in all areas of the Fitness Center.
- Only medically required food and beverages are permitted in any exercise space.
- Children 12 and up may use the Functional Training Studio with a parent or guardian. They must demonstrate a working knowledge of equipment in this area.

FITNESS FLOOR RULES

- Personal Trainers not currently on staff at Franciscan Health Fitness Centers are restricted from conducting business on the premises.
- It is requested that all plates and weights be sanitized and returned to racks or spaces allotted for them immediately after use.
- If you use chalk, please clean it up after your use.
- Clean, dry athletic shoes must be worn at all times.
- Do not drop or throw weights.
- For the safety of all, please be aware of your surroundings when approaching, using or exiting any strength or cardio equipment.
- No coats or bags on the Fitness Floor or surrounding areas. Please place them in a locker.
- Water bottles are permitted in all areas of the Fitness Center.
- Only medically required food and beverages are permitted in any exercise space.
- Children 12 and up may use the Fitness Floor with a parent or guardian. They must demonstrate a working knowledge of equipment in this area.

FITNESS FLOOR ETIQUETTE

Be Safe. Be Courteous. Be Considerate

- Please refrain from using the facility if you are not feeling well.
- Fitness Staff are available for questions at any time about machines, equipment, or blood pressure checks.
- If you should experience any equipment malfunction, please report this to our Fitness Staff.
- Machines marked “Out of Order” are not available for use. Fitness Staff can provide for alternatives until the machine is repaired.
- On cardio equipment, during peak use, a 30-minute time courtesy may be enforced.
- When resting between sets, please share equipment.
- Be sure to use the disinfecting cleaner and towels that are provided to wipe down machines after each use. Do not spray equipment directly.
- Please dispose of all garbage properly.
- Spitting is prohibited in all areas of the Fitness Center.
- All electronic devices with audio capabilities require the use of personal headphones.
- Use of personal speakers is strictly prohibited.
- Earbuds are available for purchase at the Service Desk.
- Please refer to page 2 for Code of Ethics for expectations while in the facility.