



## Member Handbook

march: spring, growth, renewal, forward motion, one step at a time

wellness: energy, vitality, condition of good physical and mental health

It is our desire to provide a place where you can discover, explore and realize your goals. We hope OHSU march wellness & fitness will help you develop a new level of health. We value your input, so please inform us of any questions, concerns or suggestions regarding these policies and procedures.

Please visit [marchwellness.com](http://marchwellness.com) for an up-to-date listing of classes, programs and schedules. The member only section provides member updates, recipes and a link to submit your workout questions called "Ask the Trainer."



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## **HOURS OF OPERATION**

### **REGULAR HOURS**

Monday – Thursday	5 a.m. – 10 p.m.
Friday	5 a.m. – 8 p.m.
Saturday & Sunday	7 a.m. – 7 p.m.

Hours of operation are subject to change based upon center utilization patterns. The OHSU march wellness & fitness center doors will not open until the posted times. All aquatic activities will cease 15 minutes before closing time. All members and guests must leave the building no later than the posted closing time.

### **HOLIDAY HOURS**

There may be limited holiday hours, modified group exercise schedules and closures for New Year's Day, Martin Luther King Jr. Day, President's Day Memorial Day, Juneteenth, Independence Day, Labor Day, Thanksgiving Day, day after Thanksgiving, Christmas Eve, Christmas and New Year's Eve. Holiday hours will be noted in the newsletter and posted in the center.

### **INCLEMENT WEATHER**

Classes, programs, events and the center may be delayed, formats changed, canceled or closed if weather conditions warrant. These changes are posted on social media and voicemail (503-418-6272 option 3). Decisions are made as the weather progresses; changes are posted as soon as possible.

# HOUSE POLICIES

## **MEMBER SERVICES**

The front desk personnel can aid with all membership related issues. The department can address any questions regarding enrollment, house charges and any changes in member information, status or concerns.

### **Membership Cards**

Each member will receive a membership card. This card is required to enter and exit the center. Lost membership cards may be replaced at the front desk for a fee. All members are required to have a photo on record. Membership cards are not transferable.

### **Check In / Check Out**

Enter the center and scan your membership card at the Check In.

Exit the center through the fitness floor and scan your membership card at the Check Out.

No one will be allowed in the center without appropriate identification. For the safety and security of all members there is no access to march wellness & fitness from first floor physical therapy.

There are ten grace entries if you have misplaced your card, then a new card must be purchased.

Keeping in mind our energy efficiency goals, two bath towels and one hand towel are available at the front desk.

### **Lockers**

Please leave valuables at home and remember to not leave items unattended while using the locker rooms, restroom facilities or activity areas.

- **Day Use**

Complimentary long lockers are available for use during your workout. Members must provide their own locks. All lockers must have a lock when in use and are not to be used as all-day storage. Items left in lockers without a lock will be removed and placed at the front desk. Any locks or items left overnight in day use lockers or express lockers will be removed. Items removed from lockers will be placed in Lost & Found and donated after 30 days. Locks are available for purchase at the front desk.

- **Rental**

Small lockers are available for monthly rental; pricing information is available at the front desk. To maintain the cleanliness and atmosphere of our locker rooms, swimsuits and other items may not be hung from locks. Swimsuit spinners are available to dry your suit.

- **Express**

Express lockers are available for use during your workout, not all day or overnight storage. These lockers are located on the fitness floor by Studio A and have built in programmable locks.

## **Rental Clothing**

Rental clothes (shorts, shirts, socks, bra) are available for a nominal fee. Rental clothes are checked out and returned to the front desk.

## **Special Events**

Announced special events have precedence in facility usage. Please refer to the front desk for information regarding special events and the spaces they will occupy.

## **Lost & Found**

March wellness & fitness will not be responsible for articles lost, stolen or damaged in, on or about the center. You are advised to leave your valuables at home. Loss of a member's property should be immediately reported to the front desk so that a timely search of the premises can be made. Clothing, packages or other articles left unattended in any area may be moved to Lost & Found without notice and at owners' risk and expense. Lost & Found items will be kept for 30 days and then donated. All lost items must be identified in person. No confirmation of found items will be given over the phone.

## **Parking**

Community and Employee members receive two hours and 30 minutes of complimentary parking per visit in the following locations:

Rood Family Pavilion (RPV) 4:45 a.m. – 10:15 p.m.

Center for Health & Healing (CHH) 4:45 a.m. – 8 a.m. and 5 p.m. – 10:15 p.m.

CHH parking is not available during clinic hours.

Community and Employee's membership cards (barcode side) can be swiped in front of the small, bright red rectangular lighted box at the gates to enter and exit. Parking will only be validated via check-in during your participation in march wellness & fitness center programs. We are not able to validate for appointments, classes, meetings or other non-march wellness activities.

If the parking garages are closed, the Whitaker surface lot (east of the Center for Health & Healing 1) is available for complimentary parking.

*Student & Student Add-on* members do not receive parking validation for march wellness & fitness. Options for commuting to campus for students can be located at the following link:

<https://o2.ohsu.edu/transportation-and-parking/parking-at-ohsu/student-parking.cfm>

### **Photography**

Use of any camera, video or still photography is always prohibited without express written consent of OHSU march wellness & fitness management. The media is welcome at special events to report, photograph or video. Photographs may be taken during a public or special event, private or group rentals, or by special permission of the on-call supervisor. Management reserves the right to preview photo shoots and to make special requests that will ensure the privacy of its patrons, and to confiscate film or video, or delete digital images that may include individuals not involved in the group activity. The use of video or digital image cell phones is always prohibited.

### **Solicitation/Distribution**

No literature may be distributed, nor any solicitation made on the premises without express written consent of OHSU march wellness & fitness.

### **Gifts and Gratuity**

Gifts to OHSU employees are permissible if they are of nominal value only (a food item) and are not cash or cash equivalents (gift cards).

Gratuities can only be accepted by Massage Therapist.

## **GUESTS**

### **Guests of Members**

Guests of members are welcome anytime for a maximum of six visits per calendar year. If you will not be accompanying your guest during their visit, please make prior arrangements with the front desk. OHSU march wellness & fitness reserves the right to require all guests to complete a guest registration card, sign a Waiver and Release of Liability, provide photo identification and pay a guest fee. Guests must register at the front desk and be entered into our computer system.

### **Caregivers**

Caregivers for members are allowed to enter the center and assist members. Caregivers must check in at the front desk and always wear a care giver badge. A registration form must be completed on the first visit which requires photo identification. Caregivers are not permitted to use center unless they are a member. Nonmember caregivers using the facility will be asked to stop and may not be permitted to continue as a caregiver.

### **Youth Members**

OHSU march wellness & fitness center is designed and operated as an adult wellness facility, open to individuals 18 years of age and older. Weekend use of the facilities by youth is offered as a benefit to march family members only. Youth aged 15 to 17 years may utilize select portions of the facility after completing the “Youth Orientation” and when accompanied by a parent, legal guardian, or grandparent who is a member of OHSU march wellness & fitness. Youth other than children, grandchildren, or those under the legal guardianship of OHSU march wellness members are not allowed. Please review the Youth Guidelines and schedule a Youth Orientation at the front desk.

## **COURTESY POLICIES**

### **Signs**

Sign posting is very limited in the center to maintain a clean and uncluttered appearance. Information is posted on the display at the front desk and the newsletter.

### **Shared space**

Most of the space at the center is shared space. Please be respectful of other members by sharing space, equipment, cleaning and communicating before making changes (lights on/off, jets on/off etc.).

### **Cellphone/Pager**

Cell phone conversations should take place in the lobby by the front desk. Please silence your phone in other areas. To respect everyone's privacy, cellphone usage is not allowed in the locker rooms or pool area.

### **Attire**

All members are expected to wear workout attire appropriate for their activities. No street clothes, jeans, scrubs or street shoes will be allowed in the studios, weight training or cardio area. Please do not wear shoes with mud and debris on the fitness floor. Athletic shoes and appropriate upper & lower body garments must be worn in all fitness areas.

Many workout fabrics require frequent washings and laundering with odor eliminating detergent to eliminate smell.

No cutoffs allowed in the pool. Swimmers must dry off and have a shirt on before entering lobby areas.

### **Fragrance**

Due to an increased incidence of reactive airway disease, all members and guests are asked not to wear fragrances to OHSU march wellness & fitness. Applied fragrances such as perfumes, aftershaves, or other personal care products should not carry a pervasive odor if they are worn. OHSU march wellness & fitness is defined as a "minimal fragrance" facility because of those that have allergic reactions to fragrances.



**Eating**

Food consumption is permitted in the lobby and kitchen. To maintain a clean environment, eating is not permitted in the locker rooms, studios, pool areas or exercise areas.

**Tobacco Free & Drug Free**

OHSU is a tobacco-free and drug-free institution and campus. All smoking, smokeless tobacco and vaping are not permitted in the center.

**Alcohol**

The use of alcohol is prohibited in the facility apart from OHSU approved events.

# FACILITY ENTITLEMENTS AND POLICIES

## AQUATICS

### Showering

- HEAD-TO-TOE SHOWERING IMMEDIATELY BEFORE ENTERING ANY POOLS IS MANDATORY BY THE HEALTH DEPARTMENT.
- Health standards require a cleansing shower before use of the pool, steam or sauna. Cleansing showers are required and help keep the pool clean.
- Lotions, hair products and clothing remaining on your person WILL affect the balance of the pools.
- PLEASE be considerate and ALWAYS SHOWER.
- Oils, cream and personal hygiene are not allowed in the pools, sauna or steam.

The pools are a shared space with different types of users. Members are not able to reserve space in the pools for their exclusive use. Please be conscious of noise volumes as the space amplifies sound.

DO NOT SWIM ALONE.

NO LIFEGUARD ON DUTY.

### Lap Pool

Please observe lap swim etiquette. If crowded, swim a circle pattern counterclockwise and share the lane with other swimmers. Sharing of lanes is **required** of all members. Specific classes (i.e., water aerobics, swim classes) have use of the pool during scheduled class times and will reduce the number of available lap lanes.

We reserve the right to close any pool or spa due to contamination or mechanical problems. Management reserves the right to periodically close the facilities for necessary repairs and maintenance. The lap pool is heated from 80° to 82°.

### Whirlpool

Remember to take a cleansing shower before entering, any residue can affect the whirlpool jets and create foam/bubbles. Please read posted cautions before entering. The whirlpool is heated from 101° to 103°.

## **Therapy Pool**

The therapy pool is available for water walking, range of motion stretching, and therapeutic needs during open pool times. Sharing of the therapy pool is required of all members. When a class is in session the therapy pool is reserved for class participants only. Certain hours are reserved for clinical therapies: Physical Therapy, Occupational Therapy, arthritis and fibromyalgia programs. The therapy pool is heated from 91° to 93°.

## **Pool Lifts**

Mobile PAL lifts (weight limit 300 lbs.) are available for all pools for anyone needing assistance entering or exiting the pools. A permanent lift (weight limit 500 lbs.) is also available at the therapy pool. Members must be able to enter and exit lift independently or with the assistance from a caregiver. The lift batteries are installed each morning, staff will move the lift to the pool, please ask at the front desk.

## **Sauna & Steam & Locker Rooms**

The sauna and steam rooms are available in both the men's and women's locker rooms. These rooms are shut down 15 minutes before closing time.

- Exercise and stretching are not permitted.
- Towels on benches are required. No shoes permitted.
- Shaving, lotion and oils are not permitted in sauna or steam rooms.
- No personal hygiene care is permitted in sauna or steam rooms.
- Drying of garments, shoes, jackets or other items in not permitted in the sauna.
- Do not place any objects on the sensors, it damages the units.

The steam room temperature and steam volume are on a set cycle within a temperature range, there is not a static manual temperature setting available. The steam will issue from the nozzle when the temperature reaches the low temperature threshold. For everyone's safety the steam does not run continuously or on demand.

## **FACILITIES**

### **Studios/Balcony**

When a class is in session the studios/balcony are reserved for class participants only. Appropriate attire and footwear are required. The studios/balcony are available for use during nonscheduled times. The sound system is for class use only. Please do not remove equipment from the studios/balcony or move equipment from the fitness floor into the studio.

### **Trainers Deck**

The mezzanine area between the first and second floors is available to those during personal training appointments only. A personal trainer must escort members; no other use is permitted.

### **TRX Suspension Trainer**

There are suspension trainers available in the balcony. Members are welcome to train on the suspension trainers independently. Please be aware of other members when using the TRX. Do not attempt to move the TRX frame. TRX classes are offered throughout the year, information regarding classes is available at the front desk.

### **Pilates Reformer**

The Pilates Reformer is available for use during personal training session. Independent member use is permitted after approval from an OHSU march wellness & fitness Pilates Trainer. This approval can take up to four training sessions to safely complete the “10 Pilates Basics” program. For full details please email [fitness@ohsu.edu](mailto:fitness@ohsu.edu).

The reformer is available during club hours, a reservation can be made on [schedulicity](#) (reservations have priority usage).

### **Drinking Fountains**

Drinking fountains are in the main hallway, on the fitness floor, studio C, locker rooms and pool area. A water bottle fill station is located on the fitness floor. Do not spit into the fountains.

## **Cardiovascular Equipment**

- Please limit your use of cardiovascular equipment to 30 minutes during prime-time or when all similar pieces are in use.
- Wipe down equipment after usage with the provided pre-moistened wipes.
- Most cardiovascular pieces have cable television; please bring your own headphones. Headphones are available for purchase at the front desk.
- Do not walk between equipment, use designated aisle to pass.
- The health and safety of our members is our top priority. Should you have any questions or concerns regarding your exercise program or any of the club's policies, please feel free to consult with an exercise specialist (red uniform) or front desk.
- Bags, purses and jackets are not permitted on the floor next to equipment or draped over equipment; this creates a safety hazard, please use a locker.

## **Strength Equipment**

To make sure your exercise experience is safe and enjoyable, we ask you to please adhere to the following:

- Do not drop weights or weight stacks on the machines.
- Do not modify equipment for uses other than designed.
- No bare feet or open-toed shoes.
- Rerack your weights/handles after usage.
- Do not sit or rest on machines between sets.
- No food or beverages are allowed except for water.
- Wipe down equipment after usage.
- Blood pressures are available with the auto cuff on the fitness floor.
- Fitness questions can be addressed by a personal trainer during "Ask the Trainer Hours." Hours are posted at the fitness desk and on [marchwellness.com](http://marchwellness.com). Questions can also be asked at [fitness@ohsu.edu](mailto:fitness@ohsu.edu)

## **SERVICES**

Members receive a 10 percent discount on individual personal service purchases. A list of services and prices is available on the Life Wellness Services card, located at the front desk.

### **Cancellation Policy**

Twenty-four hours' notice is required to cancel or reschedule a service without a fee. Cancellations made with less than 24 hours' notice will be charged for the full service or forfeiture of the appointment.

### **ACHIEVE Membership**

The Achieve Membership offers OHSU march wellness & fitness members a personalized plan to achieve wellness goals. Mix and match the services you wish to use each month. Pricing is available at the front desk.

Personal training

Therapeutic massage

Nutrition coaching

Pilates reformer coaching

Yoga coaching

Swim coaching

Aqua fitness coaching

Health coaching

### **Personal Training**

Our knowledgeable staff of degreed and certified exercise specialists can also help you individually or in small groups. Personal training maximizes your workout for optimal results. Contact the fitness manager to get started with a personal trainer or [scheduling](#).

Note: only OHSU march wellness & fitness staff are eligible to conduct personal training, instruction and coaching of any type in all areas of the facility. Due to liability issues absolutely NO outside people including care providers, trainers or therapists may conduct or provide instruction, lessons or directions.

### **Massage**

Therapeutic massage can help manage stress, relieve sore muscles from a new or expanded exercise routine or aid in injury recovery. Appointments

with our licensed and experienced massage therapists can be made by calling 503.418.6272.

## **CLASSES/LECTURES/PROGRAMS**

### **Group Exercise Classes**

March wellness & fitness offers a diverse menu of exercise classes that are included in your membership: aerobic, strength, mind/body and more. For more information refer to the current schedules posted on the website and information screen at the front desk. If you have suggestions or comments regarding group exercise please complete the group exercise survey on the [website](#).

### **Class Registration**

Many fitness classes and special workshops are free to members, while others are offered for a fee. Please check postings for current offerings and fee schedules. When registering for a class, payment must be received at the time of registration for the participant to be placed on the roster.

### **Class Cancellation**

Cancellation fee is \$10 with more than 24 hours notice, no refunds for cancellations less than 24 hours. This policy applies to classes, workshops and lectures. Classes, workshops and lectures are subject to cancellation due to low enrollment and a full refund will be issued. If after the first meeting of a series class you decide for any reason that you do not like it, your registration fee for the class will be 100 percent refunded. After the second class, all fees are nonrefundable.

# **MEMBERSHIP ACCOUNT POLICIES**

## **DUES**

### **Membership Dues**

Monthly dues are paid by an automatic electronic funds transfer (EFT). The funds transfer will occur on approximately the fifth of each month from your checking or savings accounts. Pre-paid annual memberships are nonrefundable. Members electing to prepay their dues for 12 months must honor that agreement for a full 12-month period.

### **Billing**

Members will be billed on the first of each month for that month. Billing includes monthly membership, recurring charges and house charges. Your monthly dues are not based upon attendance. All account changes, except resignation must be made 10 days before the month in which the change is to become effective. Please notify us of any changes to your accounts, address, phone number or email.

### **Delinquency & NSF**

Delinquent accounts become inactivated memberships and are subject to no admit status or cancellation at the discretion of OHSU march wellness & fitness management. You will be charged a \$25 fee (or the maximum amount permitted by law, if less) for any returned checks or insufficient funds.

## **Membership Holds**

### **Medical Hold**

An extended leave is available for prolonged illness or injury.

- A Change of Record (COR) form and written letter from a physician is required. The physician letter must include the reason for the request and the start and end dates of the medical hold. If an end date is not included a physician release is required to reactivate the membership.
- Medical holds run from the first of the month to the first of the next month.
- Medical holds must be submitted 10 days before the month in which the change is to become effective.



- Retroactive account adjustments are not permitted.
- There is a three-month limit with review by management; the leave may be extended to six months.
- One-third of the monthly dues will be charged during the medical hold period.

## **Bridge**

Members may request their membership be placed on a “bridge” according to the following:

- Any requests to a bridge must be submitted on a membership Change of Record (COR) form.
- A membership bridge runs from the first of the month to the first of the next month.
- Requests must be submitted 10 days before the month in which the change is to become effective.
- Requests for bridging a membership may be honored for temporary relocation and extenuating circumstances; all are subject to approval.
- Membership must be bridged for a minimum of 3 consecutive months and must not exceed 6 consecutive months.
- If you wish to use the center during your bridge, you must pay the visitor day rate. If you cancel your bridge request and it results in less than three months bridge, you will be responsible for the remaining 2/3 dues for prior months.
- June, July and August are excluded.
- One-third of the monthly dues will be charged during the bridged period.

## **TERMS**

### **Nontransferable**

Memberships are nontransferable; allowing another individual to use your membership card to enter may lead to suspension or termination of your membership. A dues refund will not be provided.

## **Resignation**

Members may resign from OHSU march wellness by giving written notice, Change of Record (COR) is the preferred method that they wish to terminate membership at least 30 days before the first day of the month. For example, a cancellation submitted Dec. 31 will end membership Jan. 31. A cancellation submitted Jan. 10 will end membership Feb. 28. Monthly fees will not be prorated should membership be terminated in the middle of a month. The initiation fee is nonrefundable. Past due accounts must be paid in full. All membership cards must be turned in and the resignation shall be effective the first day of the following month or in accordance with the terms of the membership agreement. Dues will not be refunded for non-usage.

## **Termination**

Any account that remains delinquent in payment for a period more than 60 days may have the associated memberships terminated. All debts and bills to the club are immediately due in full. A membership may be canceled or suspended by management for any period in the event a member violates any rule or regulation of OHSU march wellness & fitness or any conduct which, in the opinion of management, is detrimental to the welfare, good order and character of OHSU march wellness & fitness.

Any member or guest of a member found maliciously or willingly destroying or abusing the facilities or exhibiting any inappropriate behavior will be subject to immediate expulsion without refund of initial fees and the member shall be liable to the club for all damages resulting from such actions. Termination of a member by the club does not relieve the member of dues, or other charges, before the date of termination.

## **House Policy**

March wellness reserves the right to refuse service to anyone.

## **Liability**

The use of OHSU march wellness & fitness by a member or guest constitutes acknowledgement of that person's release of liability and waiver of claims. A release of liability and waiver of any claim for liability of the club, its officers, directors, employees and members are a condition for use of the OHSU march wellness facilities. Please review your membership contract for more details.