



# **CARILION WELLNESS**

## **ROANOKE / BOTETOURT HANDBOOK**

REVISED 5/2024

### **Welcome to Carilion Wellness!**

We're excited to have you as a member. Whether you're new to the world of fitness or a seasoned pro, there's something for everyone at Carilion Wellness. This handbook is a guide to our facilities – you'll find essential information about your membership, our amenities, and guidelines for using the Carilion Wellness facilities.

### **OUR LOCATIONS AND HOURS**

#### ***Roanoke***

4508 Starkey Road

Roanoke, VA 24018

**Phone:** 540-989-5758

**Hours:** Monday – Thursday 5 a.m. – 9 p.m., Friday 5 a.m. – 8 p.m., and Saturday – Sunday 8 a.m. – 6 p.m.

#### ***Botetourt***

105 Summerfield Court

Roanoke, VA 24019

**Phone:** 540-992-2993

**Hours:** Monday – Thursday 5 a.m. – 9 p.m., Friday 5 a.m. – 8 p.m., and Saturday – Sunday 8 a.m. – 6 p.m.

## MEMBERSHIP OPTIONS

Basic, Individual, Household, or Senior, we offer a variety of membership options to ensure there is one that's right for you. You can change your membership type as your needs change at the end of any month.

- **Basic Membership:** One person 15 years old or older are eligible. Access to ONE facility (Roanoke or Botetourt). Excludes childcare and group exercise classes. Discounts do not apply.
- **Individual membership:** If you are age 15 or older, you are eligible for an individual membership that includes full access to Carilion Wellness.
- **Household membership:** Two people 22 years old and/or older and their dependents 21years old and/or younger who also reside in the household on a permanent basis.
- **Senior membership:** If you are age 65 and older, you may be eligible for a discounted senior membership.
- **Fit Rx / Recovery Rx / Take Control Rx medical membership:** If you have a prescription and are participating in either our Fit or Recovery Rx programs, you will receive a 60-day full-access membership to our facilities. Take Control Rx is a prescription membership as well. Please contact our Wellness Clinical Programs Manager for more information.
- **Corporate accounts:** We offer some corporate rates. Be sure to ask us if you qualify for these rates, or how your company may qualify.

### ***Paying for Your Membership***

- When you first become a member, you pay a one-time initiation fee. This is the only time you will pay this fee unless you end your membership and later re-join Carilion Wellness.
- You may pay for your membership with a credit card or a bank draft. You will be billed on the first of each month. If you want to change your payment method, let us know before the end of the month.
- You also may pay your dues on a yearly basis and will receive a 10% discount. Let us know if you want to pay for your membership this way.
- We want to ensure you'll be happy here, so we offer a two-week money-back guarantee. If you decide Carilion Wellness is not for you within the first two weeks, we will refund the money you paid, as long as we receive termination request in writing.
- If you want to end your membership, let us know in writing before the end of the month so we do not bill you for the next month. Termination shall be deemed to occur the last day of the month in which we receive termination notice in writing.

## **GUESTS**

Our Carilion Wellness facilities are fun places, and you may want to occasionally invite your friends or relatives to join you. You are welcome to bring up to two guests, age 15 and older, each day when you visit the facilities.

- If your guest arrives with you, there is no need to call ahead. If they will be visiting the facilities without a member, please call the front desk so we will have their name on file.
- When your guests arrive at the facility with you, we will have a guest registration form for them to fill out. They will need to bring a photo ID, verifying they are at least 15 years of age.
- Local guests (permanent residence within 50 miles of this facility) may visit the facilities once every 30 days
- Out-of-town guests (permanent residence beyond 50 miles of this facility) may visit the facilities twice a month for free. Out of town guests may also purchase a week-long membership. The cost of the week-long membership for out-of-town guests is \$25 for an individual and \$35 for a household. They may purchase this type of membership up to four weeks per year.

## **VISITING AND USING THE FACILITIES**

Our facilities have a variety of amenities for you to enjoy, including fitness equipment, group exercise classes, swimming pools, and more. We want our facilities to be an enjoyable, welcoming place, so we have the following guidelines in place.

***\*Amenities and rules may vary per location.***

### ***Fitness Equipment (all locations)***

Our cardiovascular machines are popular. If all the machines are being used, we ask that you limit your use to 30 minutes per machine.

### ***Group Exercise Classes (Roanoke and Botetourt)***

We offer many types of group exercise classes. All are included in your membership (excludes the Basic Membership). Group exercise schedules are available on our website, mobile app, and at all facilities.

- All classes at the Roanoke and Botetourt facilities are strongly encouraged to be reserved on the mobile app. Classes open by 8:00 p.m. the day prior.
- If you are unable to attend a class, please cancel the reservation on the app. Please call with app issues including cancelation issues at (540) 853-0000.

- Please be respectful of other participants in the group exercise classes. We want everyone to feel comfortable, and instructors will ask people to leave if they behave inappropriately.
- Virtual Studio (Roanoke and Botetourt)- virtual classes are exciting, cinematic-quality versions of live classes. Virtual classes offer more flexibility with scheduled classes playing all day long.

### ***Personal Training and Nutrition Services***

We offer personal training services. Our certified personal trainers can work with you individually or in a group.

- Contact our Fitness Manager to set up personal training appointments.
- Prices vary depending on the length of the training session and the number of people participating.
- Outside trainers are not allowed to train in our facility.
- We offer dietitian services through Carilion Clinic. Our employees can work with you to set up an appointment or call (540) 266-6000.

### ***Track (Roanoke and Botetourt)***

- We have signs posted on the track indicating which direction the traffic is moving each day.
- Walking is encouraged on the inside, passing on the outside.
- Please be courteous and aware of others on the track.
- Strollers and wheelchairs must stay to the inside.

### ***Gymnasium (Roanoke and Botetourt)***

- This area is currently re-purposed for group exercise, functional training, and pickleball.
- Pickleball reservations are available at the front desk.

### ***Functional Training Studio (Roanoke)***

- Please keep all equipment that belongs in the Functional Training Studio inside the studio.
- To protect the flooring, we ask that you place the weights on the floor rather than drop them.
- The rebounder is to be used with the medicine balls. The wall ball targets are to be used with the Dynamax balls.

- If you find a piece of equipment that is broken, please refrain from use and notify an employee.
- We ask that you do not step or jump onto the benches (adjustable or Vicore) for safety purposes.

### ***Racquetball Courts (Roanoke)***

- The courts are available for reservation at the front desk.

### ***Pools (Roanoke and Botetourt)***

#### **Outdoor Pool**

- The outdoor pool is open from May 1 to September 30
  - \*Roanoke and Botetourt:** In May and September, the pool is open Monday – Thursday 9 a.m. – 8 p.m., Friday 9 a.m. – 8 p.m., Saturday and Sunday 8 a.m. – 6 p.m.
  - \*Roanoke:** In June, July, and August, the pool is open Monday – Thursday 5 a.m. – 9 p.m., Friday 5 a.m. – 8 p.m., Saturday and Sunday 8 a.m. – 6 p.m.
  - \*Botetourt:** In June, July, and August, the pool is open Monday – Friday 8 a.m. – 8 p.m., Saturday and Sunday 8 a.m. – 6 p.m.
- \*Hours may vary due to staffing***
- The pool has several lanes that are reserved for lap swimmers.
- Two swimmers are allowed per lane and may swim for 30 minutes each when the lanes are full.
- Lap lanes must be reserved on the mobile app at Roanoke and Botetourt.

#### **Indoor Pool**

- The indoor pools are focused on exercise, fitness, and rehabilitation.
- The indoor pool is open year-round during the same hours the facility is open.
- The pool has several lanes that are reserved for lap swimmers and for organized programs.
- Two swimmers are allowed per lane and may swim for 30 minutes each when the lanes are full.
- Lap lanes must be reserved on the mobile app at Roanoke and Botetourt.

#### **Physical Therapy Pool**

- This pool is focused on rehabilitation and exercise.
- The therapy pool is reserved for physical therapy patients Monday – Thursday 7:30 a.m. – 6 p.m. and Friday 8 a.m. – 4:30 p.m.
  - o The front desk has PT schedule for pool availability (updated weekly).

- Members aged 15 and older may use the physical therapy pool if it is not being used for physical therapy.

### **Dress code for pools**

- Bathing suits required. No string bikinis and no thongs.

### **SAFETY & CODE OF CONDUCT**

We want to ensure you're safe and comfortable while you're here, so please follow these guidelines:

- Please be respectful of other members. Refrain from using foul language and horseplay.
- No photos or videos allowed on facility property. The use of any type of camera in the facility is prohibited, unless approved by Carilion Wellness management.
- Harassment and fighting will not be tolerated and will be subject to suspension or termination.
- Shirt and shoes are required in all areas of facility except the locker rooms and pools.
- We have showers for you to use after your workout. Towels are provided.
- While working out, we have lockers available where you may store your personal items during our open hours. To avoid any risks of leaving your items unattended, you may want to bring a lock with you to secure your personal items. For your convenience we have locks for purchase at the front desk.
- We have lifeguards on duty at our pools to help ensure the safety of our members and guests.

To keep our pools clean and free of germs, please shower before you enter the pool. This will also help you adjust to the change in temperature when you enter the water. Please do not use the pool if you have an open wound, including one covered by a Band-Aid or if you have flu-like symptoms.

- If a member/guest is not potty-trained, they must wear a swim diaper to enter the pools. For your convenience, disposable Swimmies are available for purchase at the front desk.
- To keep the pool area safe, the following activities are not allowed: running, diving, horseplay, playing on the handrails, hanging on the lane lines, or swimming through lap lanes. Please keep the lap lanes clear of objects. Please do not bring hard toys (i.e., water guns), chewing gum, or glass containers to the pools.
- If there is thunder or lightening, county regulations require the indoor and outdoor pool and deck area to be cleared for 30 minutes after the thunder or

lightening occurs. The time limit restarts each time thunder is heard or lightening is seen. We ask that you wait the delay in your vehicle.

- If there is an accident in the pool, we may need to close it temporarily so it can be disinfected with chemicals.
- We want to keep our facilities clean! Please do not bring food and drinks (other than water bottles) into the fitness areas or indoor pool. You may bring food/snacks to outdoor pool, but please be courteous and clean up any messes/crumbs to keep bugs away.
- If you lose money in one of our vending machines, contact the front desk for reimbursement rather than trying to get your money out by tipping or hitting the machine. We will be happy to refund your money.
- We ask that you do not drop weights or use chalk in the fitness areas.
- We want to keep our facilities safe, and they are weapon-free zones. Only law enforcement officers who are legally authorized to carry weapons and entering to perform law enforcement activities may bring weapons into the facilities.
- Foul language, harassment, and inappropriate conduct/behavior will not be tolerated towards staff members and/or guests and will be subject to suspension and/or termination.
- Please don't wear clothing with profanity.

### **NON-DISCRIMINATION POLICY**

Carilion Wellness offers a safe and welcoming environment for everyone. Members and guests may use the facilities for the gender with which they identify. Carilion Wellness facilities in Roanoke and Botetourt also offer individual bathrooms/changing areas for anyone wishing to have additional privacy.

### **CHILDREN'S ACTIVITIES**

Children ages eight weeks to 10 years may ONLY utilize the Youth Services area, during its operating hours. Children ages 11 – 14 are eligible for Junior Wellness, which provides a limited access membership card after completing a mandatory Jumpstart program. Policies listed below still apply. Once a child on a household membership reaches the age of 15, he/she will have full access to the facility. If a child is under the age of 15, the following rules apply:

#### **Children ages 10 years or younger:**

- **Youth Services is a complimentary childcare service provided to members so that they may be able to enjoy the benefits of our facility. The staff is**

**instructed to always abide by the below rules and regulations. Please do not ask them to make any exceptions. If you have questions, concerns, or suggestions, please contact the Director / Assistant Director.**

**HOURS OF OPERATION** (initial hours of operation are subject to increase)

**Roanoke**

Monday – Friday 8 a.m. – 1 p.m.

Monday – Thursday 4 p.m. – 7:30 p.m.

Saturday 8 a.m. – 12:00 p.m.

**Botetourt**

Monday – Friday 8 a.m. – 1 p.m. & 4 p.m. – 7:30 p.m.

Saturday 8 a.m. – 1p.m.

**Age Limitations:**

Nursery: 8 weeks – 7 years

Playland: 3 – 10 years

Youth: 7 – 14 years

- The time limit for a child's stay in Youth Services is 2 HOURS. This is for the benefit of the child and to ensure that their stay is a pleasant one.
- Any individual who is 18+ **AND** on the same membership with a minor child may check that child into childcare. The adult **MUST** be on the **SAME** membership as the child they are checking in.
- The approved guardian **MUST** remain on facility premises the entire time the child is in Youth Services.
- The approved guardian must sign child(ren) "In" and "Out" each time they use Youth Services. The child must be signed "out" by the same approved guardian who signed them "in". Child(ren) can only be released to the approved guardian who signed them in.

**NO ONE UNDER THE AGE OF 15 IS ALLOWED IN THE FACILITY WITHOUT AN APPROVED GUARDIAN.**

- The approved guardian should receive and wear a wristband upon checking in the child(ren). Each wristband should have current date, name of approved guardian, and name of child written clearly on it. The child should receive and wear an identical wristband. For memberships with more than one child, each child should receive and wear their own wristband: however, the approved guardian can receive one wristband with all of the names of the children written on it.



- The approved guardian must turn in their wristband when checking child(ren) out. The approved guardian's wristband must match the child(ren)'s wristband(s) in order to check out the child(ren).
- Food is **NOT** permitted in Youth Services. If a snack is provided by the staff, the approved guardian must sign a Snack Approval Form before the child may partake.
- All bottles, sippy cups, diaper bags, pacifiers, and any other personal belongings must be labeled with the child's first and last name.
- The approved guardian will be paged after 10 minutes if their child is continuously crying. The approved guardian will also be paged when a diaper change is necessary. Youth Services staff are not permitted to change diapers. A staff member will alert an approved guardian who does not respond to their page.
  - Staff members are not allowed to unsnap/remove any article of a child's clothing to check a diaper.
- Please do not bring toys from home due to losses, damages, and conflicts. Carilion Wellness is not responsible for any loss or damage to toys brought from home.
- Carilion Wellness reserves the right to deny use of Youth Services to any child who shows visible signs of illness:
  - Fever (100 degrees underarm) and sore throat, rash, vomiting, diarrhea, earache, irritability, or confusion
  - Diarrhea (runny, watery, or bloody stools)
  - Vomiting (twice or more in 24 hours)
  - Body rash with fever
  - Sore throat with fever and swollen glands
  - Severe coughing
  - Eye discharge (thick mucus or pus draining from eye, or pink eye)
  - Yellowish skin or eyes
  - Runny nose with color
  - Child is irritable, continuously crying, or requires more attention than we can provide without risking the health and safety of other children in our care
  - Any childhood communicable disease such as Chickenpox, Hand Foot Mouth, Fifth Disease, Impetigo, etc.
- Grandparent Carilion Wellness members may bring their grandchildren who belong to separate Carilion Wellness household memberships. Grandparents assume the role of approved guardian as listed in the Carilion Wellness Handbook.
- No running, wrestling, or "roughhousing" in general is allowed.

- Children are allowed to use the bathroom in Youth Services. They may not leave the Youth Services area to go to the bathroom without a nursery attendant. Please let us know if you would prefer to be paged to take your child to the bathroom.
- Carilion Wellness is not responsible for injuries sustained on play equipment.
- Abusive language will not be tolerated. This includes any language deemed inappropriate or offensive on an article of clothing.
- Children not abiding by the rules in any of the Youth Services area may result in suspension from further use.

### **Children Ages 11-14**

- If you have an individual or family/household membership, your 11- to 14-year-old children may use some of the adult fitness amenities when they visit the facility with a parent or an approved guardian (Youth services, pools, pickleball, racquetball, and track).
- Junior Wellness member is a child who has completed the Junior Wellness consultation.
- May participate in most group exercise classes (including Les Mills Virtual classes), excluding BODYPUMP and GRIT Strength – participants must be at least 15 years old, because free-weights are used in the class.
  - o Junior Wellness members may not reserve spots in classes but may participate in a class which has remaining open spots at the class start time.
- They may not use any free-weights unless with a Carilion Wellness personal trainer.
- They may use any cardiovascular equipment in view of their parent/approved guardian.
- They may use the weight machines equipment in view of their parent/approved guardian.
  - o Junior Wellness members may not, at any time, utilize the therapy pool.
- Parents/Approved Guardians are reminded to please be safe.
- We're here to help you! If your child has questions or needs help using any of the equipment, encourage them to ask a Carilion Wellness employee for help.

### **Children Ages 15 and Older**

- Children ages 15 and older are considered adult members of the facilities and can use the same amenities as adults, including the free-weight equipment, BODYPUMP and GRIT classes, and Functional Training Studio.