

CARILION WELLNESS WESTLAKE HANDBOOK

REVISED 3/2023



Welcome to Carilion Wellness Westlake!

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.

CRC (Blacksburg)

1715 Pratt Drive, Suite 1600

Blacksburg, VA 24060

Phone: 540-961-8923

Hours: Monday – Friday 6 a.m. – 8 p.m., and Saturday – Sunday 9 a.m. – 3 p.m.

Westlake

157 Westlake Road

Hardy, VA 24101

Phone: 540-719-3150

Hours: Monday – Friday 5 a.m. – 8 p.m., Saturday 8 a.m. – 2 p.m., and Sunday 11 a.m. – 4 p.m.

WESTLAKE MEMBERSHIP OPTIONS

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.

- **Individual membership:** If you are age 15 or older, you are eligible for an individual membership that includes full access to Carilion Wellness Westlake. You receive 5 visits to any of the other three Carilion Wellness facilities each month with this membership. Up to two household dependents, ages 8 weeks to 14, are permitted on an individual membership.

- **Household membership:** A household consists of a primary member and up to one additional household member that permanently lives in the household, and any of their dependent children ages 15*-22 who also reside in the household on a permanent basis. You receive 5 visits to any of the other three Carilion Wellness facilities each month with this membership.

- **Senior membership:** If you are age 65 and older, you are eligible for a discounted senior membership.

- **Pickleball membership:** If you are age 15 or older, you are eligible for an individual pickleball only membership. There are six outdoor courts and members will have access to the main facilities' family changing rooms.

- **Fit Rx / Recovery 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.

- **Corporate membership:** 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.

-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 18 and older, each day when you visit the facilities, if you reserve guest passes for them. To reserve guest passes:

- 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 18 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. They also may purchase a day pass as many times as they would like for \$7.50 each visit. Out of town guests may choose to 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 family. 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, pickleball courts 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

Our cardiovascular machines are popular. We ask that you limit your use to 30 minutes per machine.

Group Exercise Classes

Group exercise schedules are available on the Carilion Wellness app.

- We offer many types of group exercise classes that are included in your membership with no extra charge.
- We offer Les Mills Virtual classes when we do not have live instructors.
- Class capacity is limited. A reservation on the Carilion Wellness app is required. Reservations are made available daily at 8p.m. for the immediately following day (i.e. Monday at 8pm for Tuesday).
- 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.

Personal Training and Nutrition Services

- We offer personal training services. Our certified personal trainers can work with you individually.
- Our employees can work with you to set up personal training appointments.
- Prices vary depending on the length of the training session and the number of people participating.
- Please do not bring outside trainers to 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.

Indoor Pool

- The indoor pool is focused on exercise and fitness.
- The indoor pool is open year-round during the same hours the facility is open.
- The two 25-yard lanes are available for individual lap swimming only. A reservation on the Carilion Wellness app is required (must be 15 or older to reserve).
- The two shallow sections and the therapy pool are available for walking or other exercise. A reservation on the Carilion Wellness app is required. Reservations are made available daily at 8p.m. for the immediately following day (i.e. Monday at 8pm for Tuesday).

Pickleball

- You may reserve a pickleball court on the app (for assistance, please call the front desk).
- The pickleball courts may be reserved up to 24 hours in advance on a first-come, first-served basis. When you make your reservation, please give the first and last name (s) of person (s) who will be playing.
- When two people are trying to make a reservation at the same time, the member who is making the reservation in person will have priority.
- Non-members may not reserve pickleball courts.
- Courts are available Monday - Friday, 5 a.m. - 8 p.m. and Saturday, 8 a.m. - 2 p.m., and Sunday 11 a.m. - 4 p.m.
- Please check-in at the front desk to receive the key code to the pickleball court area.

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 also provided.
- While you are working out, we have limited 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.
- 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.
- If there is thunder or lightning, county regulations require the indoor pool and deck area to be cleared for 30 minutes after the thunder or lightning occurs. The time limit restarts each time thunder is heard or lightning is seen.
- 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 pools.
- We ask that you do not drop weights or use chalk in the fitness areas.
- We want to keep our facilities safe. No weapons allowed. 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 Carilion Wellness employees and will be subject to suspension and/or termination.

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, Botetourt, and Westlake also offer individual bathrooms/changing areas for anyone wishing to have additional privacy.

CHILDREN'S ACTIVITIES (WESTLAKE)

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 (M-F 11a-8p, Sa-Su 8a-2p), 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 Eight Weeks to 10 years

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 abide by the below rules and regulations at all times. 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 change based on need)

Monday – Friday 8a – 1p

Monday – Thursday 5p – 8p

Saturday – Sunday 8a – 11a

Age Limitations:	Youth Services	8 weeks – 10 years
	TV Area	5 – 10 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 assure that their stay is a pleasant one.

-Children ages 5 and older must mask at all times unless fully vaccinated.

-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).
- For safety reasons, no adult (except scheduled member of staff) should be in the Youth Services area unless they are dropping off/picking up a child.
 - This **does not** apply to instances of an approved guardian who has been paged to assist with the child they have checked in or if the approved guardian wishes to check on 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 closest to the front desk only. 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 household membership, your 11- to 14-year-old children may use youth services as well as some of the adult fitness amenities when they visit the facility with a parent or an approved guardian.

-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.

- 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; however, they should not take the place of an adult member.

- They may use the Keiser equipment, but should rotate the same piece of equipment as their parent/approved guardian.

- They may participate in personal training sessions during Junior Wellness hours.

- They may use the lap lanes or shallow sections of the main pool for activities as directed by those sections' descriptions.

- Junior Wellness members may not, at any time, utilize the therapy pool.

-Parents/Approved Guardians are reminded to please be safe - **When on cardio equipment, stay in view of your Junior Wellness member.**

-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. They also may use the Roanoke, Botetourt, and CRC facilities.