

# CARILION WELLNESS ROANOKE/BOTETOURT HANDBOOK

REVISED 1/2019



## 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 – Friday, 5 a.m. – 10:30 p.m. and Saturday – Sunday, 7 a.m. – 7 p.m.

**Childcare hours:** Monday – Friday, 8 a.m. – 8 p.m. and Saturday – Sunday, 8 a.m. – 5 p.m.

**Peak usage hours:** Monday – Thursday, 5 p.m. – 8 p.m. and Saturday, 7 a.m. – noon

### *Botetourt*

105 Summerfield Court

Roanoke, VA 24019

**Phone:** 540-992-2993

**Hours:** Monday – Friday, 5 a.m. – 10:30 p.m. and Saturday – Sunday, 7 a.m. – 7 p.m.

**Childcare hours:** Monday – Friday, 8 a.m. – 8 p.m. and Saturday – Sunday, 8 a.m. – 5 p.m.

**Peak usage hours:** Monday – Thursday, 5 p.m. – 8 p.m. and Saturday, 7 a.m. – noon

### *Downtown Roanoke*

16 W. Church Ave.

Roanoke, VA 24011

**Phone:** 540-581-1111

**Hours:** Monday – Friday, 5:30 a.m. – 7 p.m. and Saturday, 8 a.m. – 2 p.m.

### *CRC (Blacksburg)*

1715 Pratt Drive, Suite 1600

Blacksburg, VA 24060

**Phone:** 540-961-8923

**Hours:** Monday – Friday, 5:30 a.m. – 9:30 p.m. and Saturday - Sunday, 7 a.m. – 4 p.m.

### *Westlake*

157 Westlake Road

Hardy, VA 24101

**Phone:** 540-719-3150

**Hours:** Monday – Friday, 5 a.m. – 9 p.m. and Saturday - Sunday, 7 a.m. – 4 p.m.

**Children's Hours (ages 14 and under):** Saturday – Sunday, 1 – 4 p.m.\*

\*Subject to change. May offer additional hours during holidays.

## MEMBERSHIP OPTIONS

Individual or family/household, student or senior citizen, 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.
- **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 under the age of 22 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. It includes full access to Carilion Wellness.
- **Student membership:** If you are a full-time student, you may be eligible for a student membership. This membership includes access to Carilion Wellness during non-peak hours.
- **Fit Rx / Recovery Rx medical membership:** If you have a prescription and are participating in our Fit or Recovery Rx programs, you will receive a 60-day full-access membership to our clubs.
- **Downtown Roanoke only membership:** If you are age 15 and older, you can join the Carilion Wellness Downtown Roanoke facility. The cost is lower than the cost for full access to all four facilities.
- **CRC or Westlake only membership:** If you are age 15 and older, you can join the Carilion Wellness CRC or Westlake facilities. The cost is lower than the cost for full access to all four facilities. You can visit the other four facilities 5 times/month with this membership.
- **Corporate discounts:** 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 each day when you visit the clubs, 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 clubs without a member, please call the front desk so we will have their name on file.
- When your guests arrive at the club with you, we will have a guest registration form for them to fill out. They will need to bring a photo ID.
- Guests may bring their children who are under age 15 to the Roanoke, Botetourt and Westlake facilities. For safety reasons, anyone using the Downtown Roanoke and CRC facilities must be at least 15 years old.
- Local guests may visit the facilities once every 30 days.
- Out-of-town guests may visit the facilities twice a month for free. They also may 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 three weeks per year.
- Members of the International Health, Racquet and Sportsclub Association (IHRSA) may visit the clubs at any time for \$5. IHRSA members should bring their membership cards with them when they visit.
- During the summer months, you may bring non-member relatives under age 15 as guests to the outdoor pool, using the guest policy. You also may purchase a week-long pool pass for your non-member relatives for \$10. You may purchase two one-week pool passes per person each year.

## **VISITING AND USING THE FACILITIES**

Our facilities have a variety of amenities for you to enjoy, including fitness equipment, group exercise, swimming pools and more. We want our clubs 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 of the machines are being used, we ask that you limit your use to 30 minutes per machine.

### ***Group Exercise Classes (Roanoke, Botetourt, Westlake)***

We offer many types of group exercise classes. Most are included in your membership with no extra charge. Group exercise schedules are available at the front desk, as well as on our website and mobile app.

- Some of our group exercise classes are very popular. We want everyone to have a fair chance to participate, so we have the following guidelines in place:

- At the Roanoke facility, we use stamps to admit participants to our Cycle, Fusion, Krank, RPM and GRIT classes. Stamps are given out at the front desk on a first-come, first-served basis, beginning 35 minutes before the class starts.
- At the Botetourt facility, members and guests who are age 15 or older have the first right to the bicycles in the Cycle and RPM classes. Junior Wellness members (ages 11-14) may participate.

Available bikes will be given to Junior Wellness members just before the class starts.

- 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 (Roanoke, Botetourt, CRC and Westlake)***

- We offer personal training services. Our certified personal trainers can work with you individually, or you may want to work out in a small group setting.

- 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 clubs.

- We offer dietitian services through Carilion Clinic. Our employees can work with you to set up an appointment.

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

- We have signs posted on the track that note which direction the traffic is moving each day.

- Please be courteous to and aware of others on the track.

- The track follows "rules of the road" similar to a highway. If you want to pass a slower walker or runner, pass on the left.

- If you are walking or running side-by-side with another person, be aware when other runners are coming close, and form a single-file line so the other runner may pass safely.

- Wheelchairs, strollers, walkers and/or any device that has wheels is not permitted on the track during peak hours due to safety concerns.

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

- The gymnasium schedule is posted on the outside of the gym doors. There are several activities that take place in the gym: family and shoot-around time, full-court basketball and exercise classes.

- Family and shoot-around times are less-structured times when you and your family can have fun inside the gymnasium.

- You can sign up to play full-court basketball during the times we have games scheduled. Rules for full-court basketball at the Roanoke and Botetourt facilities are as follows:

- To be courteous of other members' time, you should be present to sign up for a game and be in the gym ready to play when the previous game ends.
- Games go to 11 points, and each basket counts as one point.
- The winning team relinquishes the court after three consecutive wins. The next two teams signed up play each other.

- For everyone's safety, help keep the court clear of balls and other objects when people are playing full-court basketball.

- Sometimes we hold exercise classes inside the gymnasium. Please wait outside while these classes are taking place, and allow participants 10 minutes before and after class to enter and exit.

### ***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 a staff person.
- We ask that you not step or jump onto the benches (adjustable or Vicore) for safety purposes.

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

- You may reserve a racquetball court in person or by calling (540) 989-5758.
  - 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 last name of both people 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.
  - Reservations for court times between 4:30 p.m. and 8:30 p.m. must be made by a member age 15 or older.
- Courts are available Monday – Friday, 5 a.m. – 10:30 p.m. and Saturday – Sunday, 7 a.m. – 7 p.m.
  - Courts 1, 2 and 4 are available during all hours.
  - Court 3 can be reserved for racquetball only Monday – Friday, 4 – 8 p.m. and Saturday – Sunday, 9 a.m. – noon. Court 3 is also available for Wallyball during all other hours.
- When you arrive for your game, plan to check in at the front desk and be on the court within 10 minutes of your reservation time.
- When your game is finished, you can check with the front desk and if no one else has reserved the court, you may play again.
- Please help us keep our courts clean and safe by wearing regulation racquetball or tennis shoes, appropriate clothing and eye guards with lenses, and by using appropriate racquets and balls. Black racquetballs, wooden racquets or unguarded racquets will damage the court—if you need one, we have racquets at the front desk.

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

Our pools are fun places to play or get in shape. If you have a family membership, the pools are a popular option for your children as well. Be sure to read the guidelines in “Safety First” and “Children’s Activities” below for more information about pool safety and children.

### **Outdoor Pool**

- The outdoor pool is open from May 1 to September 30.
  - The outdoor pool is open the same hours as the club during peak summer months.
  - In May and September, the pool is open Monday – Friday, 9 a.m. – 9 p.m and Saturday – Sunday, 7 a.m. – 7 p.m.
  - In June, July, and August the pool is open same hours as the facility.
  - At the Botetourt facility, the slide is open Monday – Friday, 11 a.m. – 8:45 p.m. and Saturday – Sunday, 10 a.m. – 6:45 p.m.

- We have pool furniture available for you to use while you are here. Pool furniture is available on a first-come, first-served basis.
- The pool has several lanes that are reserved for lap swimmers.
- Three swimmers are allowed per lane, and they may swim for 30 minutes each when the lanes are full.
- To enter a lap lane that has another swimmer using it, notify the swimmer before you enter the water.
- When you use the lap lane, swim in a counter-clockwise circle.
- Use caution when you pass a slower swimmer and leave enough room at each wall for turns.

- We have a rest period each hour for everyone under age 18. The rest period takes place during the last 15 minutes of each hour. The lifeguard will blow a whistle to let you know when the rest period begins and ends.

**Indoor Pool**

- The indoor pool is open year-round during the same hours the club is open.
- The pool has several lanes that are reserved for lap swimmers and for organized programs.
  - Three swimmers are allowed per lane, and they may swim for 30 minutes each when the lanes are full.
  - To enter a lap lane that has another swimmer using it, notify the swimmer before you enter the water.
  - When you use the lap lane, swim in a counter-clockwise circle.
  - Use caution when you pass a slower swimmer and leave enough room at each wall for turns.
  - At the Botetourt facility, lap lane 1 is a play lane when the water aerobics class is not in session.
  - Children 14 and under must be accompanied by a parent or approved guardian when using the indoor pool.

**Physical Therapy Pool**

- The therapy pool is reserved for physical therapy patients Monday – Friday, 8 am. – 5 p.m.
- We also sometimes use this pool for children’s group or private swim lessons after therapy hours.
- Members age 15 and older may use the physical therapy pool if it is not being used for physical therapy or swim lessons. Children under age 15 who are on a family membership and who are accompanied by a parent or approved guardian may use the pool Monday – Friday, 5 p.m. – 10:30 p.m. and Saturday – Sunday, 7 a.m. – 7 p.m. if it is not being used for physical therapy or swim lessons.

**SAFETY FIRST!**



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, fighting and horseplay, and please do not take photos or video unless it is approved by the facility’s manager.
- Please wear closed-toe shoes that do not have black soles while you are working out. Black-soled shoes can damage our floors, and we will ask you to pay a \$15 fine to help us clean the courts if you are wearing black-soled shoes in the fitness areas, courts or gymnasium. You do not need to wear closed-toe shoes in the pool area or locker rooms.

- We have showers and steam rooms for you to use after your workout.
- While you are working out, we have lockers 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. However, if you bring children to the pools, be sure to keep an eye on them at all times. Children may drown in seconds and in silence.
- When the pools are busy, the lifeguards may restrict the use of floats, rings, kick boards, noodles or other swimming aids so that they may provide better surveillance of the pool for your safety.
- To keep our pools clean and free of germs, please shower before you enter the pool and wash your children before they 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 your child is not potty-trained, put him in a swim diaper or rubber pants over a disposable diaper. For your convenience, you may purchase Huggies' Little Swimmers at the front desk. If you need to change your child's diaper, use the bathrooms or locker rooms.
  - Encourage your children to keep pool water out of their mouth and not to swallow the water.
- To keep the pool area safe, the following activities are not allowed: running, diving, horseplay, playing on the handrails, hanging on 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.
- We have some Coast-Guard approved life jackets available for children to use. If you need a life jacket or other swimming equipment, please ask a lifeguard or another employee at the club.
- If there is thunder or lightning, county regulations require the outdoor 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 and gymnasiums.
- 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.
- Please do not race on the track.
- Our Downtown Roanoke facility welcomes members and guests age 15 and older. For safety reasons, please do not bring children who are younger than 15 to this facility.
- For safety reasons, children younger than 15 are not permitted in the free-weight areas or the Functional Training Studio, unless they are working with a certified personal trainer.
- 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.

- The use of any type of camera in the facility is prohibited, unless approved by Carilion Wellness management.

## **CHILDREN'S ACTIVITIES (ROANOKE AND BOTETOURT)**

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The Carilion Wellnes Roanoke and Botetourt facilities are fun places for the entire family! Children are welcome to visit with their parents, and we have a variety of children's activities to make their time enjoyable.

### **Children Ages Eight Weeks to 10 Years**

While you are working out, your children have a fun place to play here. Childcare is free of charge for your children for up to two hours each day per child while you are using the fitness facilities.

- Childcare hours are Monday – Friday, 8 a.m. – 8 p.m., and Saturday – Sunday, 8 a.m. – 5 p.m.

- At the Roanoke location, we offer:

- An infant room for babies 8 weeks until crawling.
- A nursery for 8 weeks through age 7.
- A Playland area for potty-trained children ages three to 10. Children under age three who are potty-trained may participate in the art and craft activities held in Playland.
- A Youth Center for ages 7-14. The youth center is open after school, 3 p.m. – 8 p.m., on Saturdays, 8 a.m. – 5 p.m. and Sundays 10 a.m. – 5 p.m. On weekdays when Roanoke County and/or Roanoke City schools are closed, the Youth Center is open the same hours as the other childcare rooms.

- At the Botetourt location, we offer:

- A nursery for babies 8 weeks through age 5.
- A Youth Center for ages 6-14.

- When you visit the Youth Services area, there is a sheet to sign in and sign out your child. The parent that checks the child in must be the person that checks the child out.

- If you bring bottles, sippy cups, diaper bags, pacifiers or other baby items, please label them with your child's first and last name to help ensure they don't get lost.

- The children's bathroom is located in the nursery area. We will page you if your baby or toddler needs a diaper change.

- We want your child to be happy here. If your child cries continuously for 10 minutes, we will page you to let you know, so you can comfort your child.

- We want to keep the children's areas clean, safe and free of conflict. Please help us by:

- Ensuring your child wears shoes to the clubs. Please do not wear black-soled shoes; they can damage the gymnasium floors.
- Leaving your child's food and toys at home.
- Explaining to your child that he should behave in a safe and respectful way at the club. A few examples of safe behavior are walking instead of running, using the toys and equipment properly, refraining from roughhousing, and not using abusive language.



- Explaining to your child that he must stay in the room once he is signed in.
- Understanding that you accept responsibility for any injuries your child incurs when he uses the play equipment, and understanding that if your child does not follow the rules, he may be restricted from using the facilities.

- At the Roanoke location, we do permit children to bring games inside the Youth Center for 7 to 14-year-olds. They may bring video games and board games as long as they are first approved by the Membership Services Manager. Please understand the possible risk of loss or damage when you bring personal items into an area with multiple children.

- Children ages four and under may also use either the male or female locker rooms with their parents. Children ages five and older should use the same-gender locker rooms. If you bring a child of the opposite gender who is five or older but is not old enough to use the locker room unattended, we have assisted changing rooms near the pool that you can use. Children of the opposite gender are not allowed in the steam rooms or the whirlpools in the locker rooms.

- Children ages 10 and under with a family/household membership may participate in some facility activities, as long as they are accompanied at all times by you or an approved guardian. An approved guardian is a parent, member of the household, aunt, uncle, grandparent, brother or sister who is at least 18 years old and is a member.

- They may use the racquetball courts and track any time except during peak hours.
- They may use the gymnasium during shoot-around and family time and pickleball hours.
- They may use the outdoor pool and whirlpool any time it is open and the indoor pool any time except during peak hours.
- They may use the aqua aerobics pool any time except when an organized program is in session.

- We want to prevent the spread of illness. If your child is sick, please keep him home from the club until he is feeling better and not contagious. We want you to feel safe bringing your children to the clubs without worrying they will pick up an illness while they are here.

### **Children Ages 11 – 14**

- Children ages 11-14 will have fun playing inside the Youth Center areas at the Roanoke and Botetourt locations that are described in the section above.

- If you have a family/household membership, your 11- to 14-year-old children may use some of the adult fitness amenities at the Roanoke and Botetourt locations when they visit the clubs with a parent or an approved guardian. An approved guardian is a member of the household, aunt, uncle, grandparent, brother or sister who is at least 18 years old and is a club member.

- Your 11- to 14-year-old children may participate in most group exercise classes at any time except during peak hours or when a class is already filled with adults. The only group exercise classes not open to them are the Body Pump and GRIT classes—participants must be at least 15 years old, because free weights are used in the class.
- They may not use the Functional Training Studio or free-weight areas for safety reasons.
- They may use the racquetball courts, track, cardiovascular, Nautilus, LifeFitness and Keiser equipment any time except during peak hours.
- They may use the gymnasium during shoot-around and family time, and pickleball hours. They may be unattended inside the gymnasium as long as you are in the facility.
- They may participate in personal training sessions.
- They may use the outdoor pool any time it is open. If they pass a lifeguard administered swim test, they may swim alone in the outdoor pool as long as you are in the facility.

- They may use the whirlpool as long as they are accompanied by a parent or approved guardian.
  - They may use the indoor pool any time except during peak hours, as long as they are accompanied by a parent or approved guardian.
  - They may use the aqua aerobics pool any time except when an organized program is in session, as long as they are accompanied by a parent or approved guardian.
  - Please be safe—stay on the same floor of the club as your child and within her view, unless he/she is using the gymnasium or has passed the lifeguard administered swim test to use the outdoor pool.
- Children ages 11-14 should use the same-gender locker rooms.
- At the Botetourt facility, we have a program called Junior Wellness for children ages 11-14 who are part of a family membership.
- After your child completes the Junior Wellness program, she will receive an identification card to wear when she visits the club. If she loses her card or forgets it more than three times, you can purchase a replacement card for \$3.
  - Children who have completed the Junior Wellness program may use the Botetourt facility at any time, including peak hours.
  - They also may participate in water aerobics classes if their parent is in the pool area.
- We're here to help you! If your child has questions or needs help using any of the equipment, encourage her 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, Body Pump and GRIT classes, and Functional Training Studio. They also may use the Downtown Roanoke, CRC and Westlake facilities.