



# Guthrie HealthWorks Wellness & Fitness Center

Member Handbook



[GuthrieHealthWorks.org](http://GuthrieHealthWorks.org)

# Guthrie HealthWorks Wellness & Fitness Center

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**This handbook highlights the services and the rules and regulations of HealthWorks. It is not a complete list of all member and guest policies and is subject to change at any time at HealthWorks' sole discretion.**

## **Fitness University**

This 6-week, 5-step training program is designed to provide new and returning members with an individualized workout plan to meet personal needs. We will tailor each plan in consideration of individual health needs, how to optimize workout time, and individual-specific goals.

### **Step One: Health Risk Assessment (HRA) (15 minutes)**

After signing up, an HRA is offered to every new adult member (primary and associate). The HRA provides a collection of data about the member's current health status gained through various tests and a history profile. These tests include blood pressure screening, body composition analysis, heart rate check, height and weight. The HRA is performed at HealthWorks and we encourage members to take advantage of this valuable service prior to undergoing their initial personal training session.

### **Step Two: Initial Consultation (45 minutes)**

Next is a one-on-one consultation with one of our certified Exercise Physiologists to discuss medical history, determine risk factors and help establish fitness goals.

### **Step Three: "Bronze" Training Session (45 minutes)**

During this appointment we will outline the beginnings of a personalized workout plan, including cardio, strength and aquatics as prescribed by the trainer. Please dress appropriately to work out.

### **Step Four: "Silver" Training Session (45 minutes)**

During this appointment clients will again work with one of our Exercise Physiologists to learn additional exercises and intensify the workout.

### **Step Five: "Gold" Training Session (45 minutes)**

During this last new member orientation session, participants will complete strength and cardio training, learn more advanced fitness techniques and add some variety to individual fitness programs.

Committed HealthWorks members are eligible for a complimentary program review every six months during the membership period. Of course, our certified staff is always available to answer questions, demonstrate new exercises, and do what it takes to help accomplish members' fitness goals.

## **Membership Key Tags**

A membership key tag will be issued to each member. If a replacement key tag is necessary, a service charge will be assessed. For security reasons, members are required to have their identification pictures taken within two weeks of joining. Improper or unauthorized use of a membership key tag is prohibited and will result in a fine or revocation of membership at the sole discretion of HealthWorks. A membership key tag must be shown upon each entrance to HealthWorks. Teen members will not be allowed to use the fitness areas without direct parent or guardian supervision. Replacement key tags are \$5 each.

# Guthrie HealthWorks Wellness & Fitness Center

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## How to Locate Staff When You Need Help

- Exercise Physiologists are available and can be paged from the front desk area to answer questions or provide assistance. Exercise Physiologists are also available for Personal Training Sessions above and beyond new member orientation to assist in maintaining individualized programs. See any staff member for more information.
- Front Desk team members are available at all times to assist with membership questions and scheduling.
- Management is available to answer questions and address concerns. The Fitness Supervisor's office is directly behind the front desk area and the door is always open. We invite members to complete bi-annual membership surveys and fill out comment cards with suggestions. Please do not hesitate to contact HealthWorks leadership team at any time for any reason.

## Towel Service

Towel service is available on a daily or monthly basis for a small fee. Towel service is \$15 per month for both sweat and shower towels at each visit. Daily towel service is \$2. For more information, rates, or to obtain a towel, please contact the front desk.

## Locker Rentals

For the convenience of its members, HealthWorks provides a choice of either a half or full locker rental at a monthly fee. Full lockers are \$20 per month and half lockers are \$10 per month. Members may use the half lockers at no charge but must remove their locks at the end of the day. Locks left on half lockers at the end of the day will be cut off and the contents will be placed in the lost and found. HealthWorks is not responsible for items lost or stolen in the locker rooms.

## Confidentiality Statement

Guthrie HealthWorks Wellness & Fitness Center members' personal and health information is kept strictly confidential. It will be used only to assess and develop personal wellness and fitness programs. Members' personal and health information will not be released to anyone without the member's written consent. Only aggregate data, without individual identifiers, may be reported for group statistical purposes.

## Billing

In order to keep costs down and to make billing as convenient as possible, all billing is done electronically. Payments may be made with a major credit card (MasterCard, VISA, Discover or American Express) or electronically deducted from a checking or savings account. Members who choose credit card or debit billing may also elect to have a House Account established for personal training, snack bar purchases, and other charges. Guthrie HealthWorks Wellness & Fitness Center reserves the right to expel members who do not pay their bill on a timely basis. A charge of 1.5% per month will be levied on all overdue accounts. Guthrie HealthWorks Wellness & Fitness Center will assess a fee for credit card or bank account returns. Any changes or updates of financial information must take place prior to the first day of the month. Drafts which are returned due to insufficient funds or outdated information will be charged a \$25 fee. If financial information is not provided for continuous monthly billing, the membership will be cancelled. If an account becomes 30 days past due, the membership will be placed on hold and the member denied access to Guthrie HealthWorks Wellness & Fitness Center until updated. Please direct billing questions to the front desk at 607-937-5555.

## Membership Freeze

Membership freeze requests can be done in-person, or by email, telephone, fax or mail. These requests are only allowed for specific reasons. For primary members, this can only be done for medical reasons or documented temporary relocation in conjunction with their employment. A doctor's letter or letter from an employer is required to freeze a primary membership. Note: Associates and teens may not be active if a primary member is frozen. The freeze will be effective on the first day of the month following the notice. Freezes are only granted in calendar month increments and are not retroactive. Associate and teen members may freeze their membership without providing a reason. The length of a freeze may not exceed 5 months. Members whose accounts are frozen may not use the Club as a guest. A service fee will be charged at the time of each freeze. Freezes by fax are not permitted.

## Membership Termination

Termination of primary membership will terminate all members on that account. Upon termination, members are responsible for paying any outstanding monies owed to HealthWorks. In cases where a monthly commitment was required at initiation, a \$150 early termination fee may apply. Any outstanding balances will be forwarded to collections.

## Fee Schedules

HealthWorks retains the right to adjust fees at any time. All members will be notified at least 30 days prior of any changes in the fee schedules.

## Group Fitness

HealthWorks provides a wide range of aerobic and fitness classes that are free to members. Aerobic schedules are posted [online](#) and are also available at the front desk. We reserve the right to change aerobic class times and to add or delete classes.

- Some classes may be limited in size and require a pass for participation. Passes are available at the front desk.
- No electronic equipment (other than personal listening devices) is to be brought into a class.
- Please do not interrupt a class while it is in session.

# Guthrie HealthWorks Wellness & Fitness Center

## Professional Instructors

Professional instruction for personal training and swimming are available for members. No outside trainers or instructors are allowed to offer paid services within Guthrie's HealthWorks. Members engaged in such activity will have their membership revoked.

## Personal Training

### One-On-One Training

#### 60 minute sessions

	Member	Non-member
One	\$55	\$75
Three	\$160	\$210
Five	\$245	\$340
Ten	\$465	\$640

**Tandem sessions are also offered at a discount.**

#### 30 minute sessions

	Member	Non-member
One	\$50	\$60
Three	\$130	\$165
Five	\$200	\$265
Ten	\$375	\$495

**Ask for more details.**

## Sports Performance

Sports Performance Training is a highly specialized program for serious athletes. Individual and Tandem Trainings are available to increase speed, endurance, and agility. Work with one of our nationally certified trainers to meet individualized athletic goals!

### Individual Training (One-on-One)

	Member	Non-member
10 Sessions	\$385	\$495

### Tandem Training (Two-on-One)

	Member	Non-member
10 Sessions	\$330 per athlete	\$385 per athlete

## Triathlon Training

This five session sport-specific training program has been developed specifically to tweak your triathlon skills and push your performance to a new level! This training program is designed to be most effective over a 2-4 week period, depending on scheduling and skill level. Each session will run between an hour and an hour and a half and is supervised by HealthWorks Exercise Physiologist Tom Guyette, who is certified as a USAT Level 1 Coach (see [www.usatriathlon.org](http://www.usatriathlon.org)). Tom has been with the club since August of 2003 and also is CSCS certified as our Sports Performance Coordinator.

### Package Prices:

Single Member	\$250
Single Non-Member	\$300
Tandem* Members	\$190 per athlete
Tandem* Non-Members	\$245 per athlete

\*Maximum of 3 participants

## Transition Program

This approach is a progression from the medically based intervention to a supported, structured and supervised exercise instruction, coupled with a variety of wellness and disease management programs and services. A package of 12 sessions costs \$80 and is good for a maximum of 3 packages per injury. Call 607-937-4700 to learn more.

## Nutrition Services

Nutrition counseling is available with a registered dietitian, who has extensive knowledge and education about proper nutrition and hydration. It involves an individualized assessment, planning with the patient, providing tips on how to successfully implement the plan and a follow-up evaluation.

Member			
30 minutes	\$40	60 minutes	\$80

## Pregnancy Fitness Consultation

Whether you are expecting your first baby, or just had your third, there are special considerations when you begin or return to an exercise program. We will work with you and design an individualized program to help you maintain a healthy fitness level throughout your pregnancy or get back into shape following the birth of your baby. Appointments can be booked through the front desk or by calling 607-937-5555.

## Pro Shop

Retail and convenience items are available for sale in the Pro Shop area, which is located adjacent to the front desk. Clothing items are available by special order to ensure that you receive the exact size and color you desire. Checks, credit cards or cash are accepted. As a reminder, all food and beverages must be kept in the food service area only. No open or glass containers are allowed in the fitness area, including the pool deck.

## Policy Regarding Minors

Children ages 13 to 16 must be supervised by a parent or guardian (age 18 or over) at all times. For their safety, children under the age of 13 are not allowed in the cardiovascular or the strength training areas at any time. HealthWorks reserves the right to impose a financial penalty for repeat policy infringement.

## Guests

Members may bring in guests at anytime with the exception of Family Swim. However, after the third visit, guests will not be permitted without becoming a member of HealthWorks. All guests must pay a guest fee. Teen members are limited to two paying guests per day. All guests must be accompanied by a member at all times. Guests are subject to strict rules of proper behavior. HealthWorks reserves the right to refuse admission to any guest for any reason. Members currently on freeze status may not enter as guests, unless they now reside outside a 50-mile radius. Members on medical freeze may not use the facility for any reason.

# Guthrie HealthWorks Wellness & Fitness Center

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## Code of Conduct

In order to ensure the safety and enjoyment of all our members, Guthrie HealthWorks Wellness & Fitness Center has established a code of conduct for its members and guests. HealthWorks reserves the right to fine members, revoke membership, or expel any individual for any improper conduct in the center. Specific infractions may include, but are not limited to:

- All rules listed in this handbook
- Fighting or horseplay
- Use of offensive language
- Behavior that is deemed by management as offensive to other members or creates a situation that is considered to be unsafe
- Improper or unauthorized use of membership card
- Spitting
- Improper supervision of children
- Unauthorized solicitation and/or distribution
- Failure to pay a club bill on a timely basis
- Theft or damage of club property, including towels

## Cardiovascular and Strength Training Rules

- HealthWorks asks that members limit cardiovascular exercise to 30 minutes on each machine during peak hours.
- Members are requested to wipe perspiration from all equipment following each use. There are several locations throughout the gym where you can find disinfectant wipes to facilitate this.
- Members performing multiple sets on any exercise machine must yield the right of way to those performing single sets.
- Children under the age of 13 are not allowed in the exercise portion of HealthWorks Wellness and Fitness Center. Teens between 13-16 years of age may use equipment under the direct supervision of a parent or guardian.
- Gum, food, and open beverage containers are prohibited outside the snack bar area. All drinks must be kept in a closed container.
- Shirts, pants/shorts, and athletic footwear must be worn at all times.
- Water fountains are located throughout the facility. Please refrain from spitting in the water fountains.
- Use of cellular telephone and wireless devices should be limited in these areas.

## Aquatic Supervision

- There will be a lifeguard on duty at all times. The lifeguard will be supervising the lap pool. If you need assistance please let the lifeguard know.
- Never swim alone. A minimum of two adults, 18 years or older, must be present when the pools are in use, with at least one adult on the pool deck. There will be one lifeguard responsible for supervising the lap pool. This lifeguard will also be available to be the adult on deck available to respond to an emergency at the therapy pool.
- There is no substitution for adequate supervision. Children under 16 years of age must be accompanied to the bathing facility by a parent or guardian (an adult who is responsible for the children and their behavior).
- Use this facility only during posted hours of operation.
- Don't drink alcohol and swim.
- In an emergency, notify the facility operator and contact help as soon as possible. Help can be obtained by informing pool personnel and using one of the red emergency phones located in the pool area. One is by the office, one is on the wall by the therapy pool, and one is on the wall by the spa; they will connect directly to the front desk who will summon the appropriate Emergency Medical Services.
- Shallow water is in all pools - NO DIVING IN ANY OF THE POOLS!
- The number of persons allowed in the pool enclosure is 223.
- Pollution of the swimming pools is prohibited. Urinating, discharge or fecal matter, expectorating, or blowing the nose in the pool is prohibited.
- Take a shower before entering the pool.
- Stay out of the pools if you have a cold, any sickness, sore or inflamed eyes or open wounds.
- Horseplay, running, and other unsafe behavior will not be permitted in the pools, on the deck, in the locker rooms, or shower rooms.
- Do not tamper with rescue or operation equipment.
- Keep gum, food, glass, soap, sharp objects, or anything else which might affect the safety of yourself or other swimmers out of the pool area.
- Whenever possible, please leave your street shoes in the locker rooms.
- Fitness equipment and toys are available for your use; ask the lifeguard on duty for help.
- Children MUST wear swim diapers or plastic covers if they are not potty trained.
- In case of thunder or lightning, the pool will remain closed for 30 minutes after the last occurrence.

# Guthrie HealthWorks Wellness & Fitness Center

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## **Footwear**

To protect the special flooring in the facility, footwear restrictions are strictly enforced. Non-marking sneakers are required on all hardwood flooring. Dark- or black-soled shoes and shoes with marking soles are prohibited in these areas. Shoes must be worn in all areas, except for the locker rooms. Water shoes are recommended in the pool area. No bare feet or sandals are permitted in strength training or cardiovascular areas.

## **Parking**

Parking is free to all members and guests of HealthWorks.

## **Lost and Found**

As a courtesy to our members, HealthWorks will hold any personal items that are found or turned in to staff for a period not to exceed 14 days. Unclaimed items will be donated to charity or otherwise disposed of after 14 days. HealthWorks is not responsible for lost or stolen items, or items that are turned in and subsequently disposed of or donated.

## **Comment Forms**

We welcome your comments. HealthWorks' success is dependent upon the satisfaction of our members as determined by your feedback to us. We encourage members to submit their ideas and comments. Special forms are available for this purpose at the service desk.

## **HealthWorks Notifications**

Class schedules, special offers and bulletins will be posted for members on a timely basis. From time to time, HealthWorks will email updates and reminders for upcoming appointments as well as requests for updated billing information. Become a fan on Facebook and stay up-to-date on all things HealthWorks.

## **Guthrie Erwin - 607-937-4900**

Guthrie providers, located at the Guthrie Erwin office at HealthWorks, offer a variety of medical and diagnostic services to meet your needs. Internal Medicine provides adults with comprehensive services for healthcare maintenance and for the diagnosis and treatment of medical problems.

## **Rehabilitation Services - 607-937-4800**

A comprehensive menu of rehabilitation services are as follows:

- Anodyne therapy
- Ergonomics and industrial rehabilitation
- Hand therapy
- Manual lymph drainage
- Occupational therapy
- Outpatient physical therapy
- Pediatric rehabilitation
- Speech therapy
- Spinal care
- Sports medicine
- Urinary incontinence
- Vestibular rehabilitation

## **Cardiac Rehabilitation - 607-937-4863**

This is a natural progression from carefully monitored exercise incorporating education and wellness after a cardiac event. Our Phase II program is overseen by licensed Cardiac Rehab nurses and certified exercise physiologists.

The American Association of Cardiovascular and Pulmonary Rehabilitation has certified the cardiac rehabilitation service at HealthWorks. The AACVPR certification is given to facilities that meet national standards for quality patient care; it is the only organization that offers a program certification for cardiac rehabilitation facilities.

## **Sleep Studies - 607-937-4846**

The Sleep Study department at HealthWorks offers overnight sleep studies to test individuals for a wide range of sleep problems such as sleep apnea, periodic limb movement disorder, narcolepsy, parasomnia and nocturnal seizures.

The sleep studies are performed in six home-like sleeping rooms and can accommodate sleep study patients five days a week. Please contact your doctor for a referral.

## **Nutritional Services - 607-937-4800**

Education services at HealthWorks are designed to assist individuals in making lifestyle changes that will permanently influence their health and well-being. A holistic approach is used to establish nutrition and activity goals. The HealthWorks facility provides the ideal environment to incorporate the important exercise component to those who choose it and who have medical clearance from their physicians. Our registered nurse and registered dietitian provide the following lifestyle management programs:

- Medical Nutrition Therapy
- Diabetes Management

# Guthrie HealthWorks Wellness & Fitness Center

## Leadership Team



**Holli Childs**

*Sr. Director, HealthWorks,  
Rehabilitation and Support Services*  
Holli.Childs@Guthrie.org



**Christopher Yartym**

*Fitness Supervisor*  
Christopher.Yartym@Guthrie.org

## Fitness Club Hours

Monday-Friday  
5:30 a.m. to 9:30 p.m.

Saturday  
7 a.m. to 3 p.m.

Sunday  
7 a.m. to 3 p.m.

## Pool Hours

Monday-Friday  
6 a.m. to 8:30 p.m.

Saturday  
7:30 a.m. to 2:30 p.m.

Sunday  
7 a.m. to 2:30 p.m.

**HealthWorks**  
Wellness & Fitness Center



9768 Liberty Drive  
Painted Post, NY  
607-937-5555

[GuthrieHealthWorks.org](http://GuthrieHealthWorks.org)

## ONE-DAY PASS

Guthrie HealthWorks  
Wellness & Fitness Center

Name: \_\_\_\_\_

Expiration Date: \_\_\_\_\_

Staff Initials: \_\_\_\_\_

Please call 607-937-5555  
if you have any questions.  
*Must be 18 years of age or older.*

