

# URBAN

## WELLNESS CENTRE



## Operation Policy Manual

*Urban Wellness Centre  
201-333 St. Mary Ave.  
Winnipeg, Manitoba  
R3C-4A5*

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## FOREWORD

Policies and Regulations are the minimum required for the enjoyment of Urban Wellness Centre members. Enforcement of Policies and Regulations is the responsibility of all members and staff to assure a quality, well-run and enjoyable health and fitness complex.

## GENERAL POLICIES

1. All members must gain entrance by using a security access card. This card is **for members only** and will be given out upon receipt of application and a \$25 refundable deposit fee. If a member is caught lending out his/her card, membership will be revoked immediately. No guests are allowed. Providing access to a non-member will be grounds for immediate cancellation of membership.
2. Appropriate athletic attire must be worn at all times. No sandals or flip-flops are permitted due to safety concerns. Exercise clothing should be washed after each use to prevent body odor.
3. **SMOKING** is not permitted.
4. Food and glass bottled beverages are NOT permitted for consumption in the facility.
5. **NO** equipment is to be taken out of the facility at any time.
6. Any member found defacing equipment will lose his/her membership.
7. **NO** street shoes allowed in weight or cardio areas. Please remove outdoor shoes at the entrance and leave on shoe racks/mats provided.
8. Lost access cards can be replaced for a \$25 fee.
9. Members must return weights to racks after use.
10. Please use spray bottles provided to clean equipment as a courtesy to the next member.
11. **NO** dropping of free weights is permitted in weight area.
12. Locks will be removed and lockers cleaned out nightly (unless otherwise designated).

## **GENERAL POLICIES CONTINUED.....**

13. Staff reserves the right to refuse membership and to cancel membership privileges at their discretion. Memberships are **non-transferable** and **non-refundable**.
14. During busy times, cardio equipment is limited to 20 minutes per session. Please respect your fellow member during busier times by utilizing the sign up board.
15. Use of this facility is at member's own risk; working out with a buddy is highly recommended. Please note that member phone located by the water fountain has emergency numbers pre-programmed for your use.
16. Members are required to inform fitness centre staff immediately of any change in health status.
17. **Mandatory re-screening** of your Heart Rate and Blood Pressure and completion of application forms will be required at your annual membership renewal date. Failure to renew your membership at this time will result in your card being de-activated and a penalty fee to renew of \$50 if you allow your membership to lapse.
18. Foul language is not permitted. Please show respect for others and keep language clean.
19. No "holds" are permitted on memberships due to sickness, holidays, etc.
20. Please limit steam room usage to 15 minutes to avoid any unnecessary health concerns.

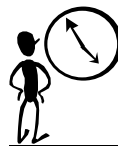
***This facility is for You....Enjoy it and Respect it.***

## **HOURS OF OPERATION**

The facility will be open during core business hours to allow for maximum usage

**Monday to Friday 5 a.m. to 8 p.m.**

**Saturday and Sunday 8 a.m. to 4 p.m. (unstaffed)**



**(open on Statutory Holidays)**

**PLEASE NOTE: card reader will shut off at 7:30 p.m. weekdays and 3:30 p.m. weekends**

# MEMBERSHIP

- All prospective members must complete the required application form and return it to Staff along with participating in a mandatory health screening (blood pressure and heart rate check). Upon successful screening, membership will be issued.
- All members must scan their card at the door upon entry to enable us to keep accurate records of usage rates. Please do not just follow someone in.
- Members are required to sign in and out at our reception desk upon entry and exit.

## RATES

**Trial session: no charge (one per prospective member)**

**1 month Membership Cost:** \$50 + GST = **\$52.50**

**3 month Membership Cost:** \$135 + GST= **\$141.75**

**6 month Membership Cost:** \$240 + GST = **\$252.00**

**Annual Membership Cost:** \$450 + GST = **\$472.50**

**\*Corporate rates are available**

\*(25+ employees from same organization based on annual membership): \$400 + GST =**\$420**

**Payroll Deductions option** (for participating companies) of \$35/month incl. GST **Based on one year membership commitment**

**Loyalty Program:** existing members that renew for a full year will receive the rate of \$36.34 /month incl. GST. This is based on 13 postdated cheques (13 mos. for price of 12)

**Refundable deposit for access card:** \$25 (if lost, a \$25 fee will be issued for replacement)-does not apply to MPI employees, as their employee cards are compatible with our system

Membership is non-transferable and non-refundable. No holds or freezes on memberships allowed. **Cash or cheque only.**

Cheques payable to: **Redcliff Realty Management Inc.**

# **GENERAL FACILITY INFORMATION**

## **TELEPHONE**

**949-1846** reaches the Urban Wellness Centre Program Director's office. Personal calls can be made from telephone located inside the main gym beside the water fountain.

## **LOST & FOUND**

The Fitness Centre will not be responsible for lost or stolen articles. A lost and found box is located behind the reception desk near the entrance of the facility. Items left behind for *over a one month period* will be donated to charity.

## **LOCKER ROOM AREA**

The locker rooms are equipped with showers, lockers, steam rooms and toilets. Hair dryers are available on the vanity counters and are not to be removed from locker areas. Day lockers are provided in the men and ladies' locker rooms. Any locks left over night will be removed unless otherwise designated and articles placed into lost and found. The Urban Wellness Centre is not responsible for any lost or stolen articles. Designated annual locker fee: \$126 (\$10/month + GST). Only 10 lockers per change room will be designated.

## **EXERCISE & WEIGHT ROOM AREA**

The Urban Wellness Centre offers a wide variety of equipment

- **Single and multi-station strength pieces**
- **Free weights**
- **Upright and recumbent exercise bikes**
- **Treadmills**
- **Cross-trainers**
- **Summit Climber**

*...and much more*

Members are urged to use the equipment under supervision and should seek instruction from the Staff if they are not knowledgeable of its use. Members are also encouraged to work out with a buddy and never alone. Please clean equipment after use with spray bottles and paper towels provided.

# FACILITIES AND SERVICES

## FACILITIES

Our strength and cardio equipment is all manufactured by LIFE FITNESS brand. The equipment is brand new to our facility (February 2009) and pieces are listed below:

### CARDIO

- 6 treadmills
- 3 crosstrainers
- 1 summit climber
- 2 recumbent cycles
- 2 upright cycles

### STRENGTH

- Multi-station consisting of lat pulldown station, tricep station, seated row and cable crossover
- A multitude of single stations for both lower and upper body
- A series of dumbbells ranging from 5-100 lbs.

Additional equipment that you will find throughout our facility for member use includes:

- Stability balls
- Medicine balls
- Bosu's
- Tubing
- *And more!*

**STEAM ROOMS** are available in both the men's and women's change rooms for member use. Please limit your time to 15 minutes per session.

## SERVICES

### Massage Therapy

Our professionally certified Massage Therapist Olivia Hardy is available onsite

**Wednesdays 11 a.m.- 3:30 p.m.**

**Fridays 11:30 a.m. -5:30 p.m.**

To book your appointment please call 949-1846 or sign up in the appointment book on the reception desk close to the entrance of the facility. Exact cash or cheques only.

**Please note: Non-members must call to arrange an appointment.**

#### Member RATES:

25 minutes \$30

55 minutes \$50

85 minutes \$65

#### Non-Member RATES:

25 minutes \$40

55 minutes \$60

85 minutes \$75

**Receipts are available upon request**

### Chiropractic Care

Our chiropractor, Dr. Sasha Kamani is on-site for appointments every Thursday from 12:00 p.m.-1:30 p.m. Please sign up on the reception counter or call 949-1846 to book a treatment.

#### **Rates:**

Initial Assessment: \$35

Treatments: \$30

Non-UWC members add \$5 per treatment/assessment

# Fee for Service Schedule

## Fitness Professional Services

<b>Personal Training</b>	Member	Non-member
Initial session: (60 min)	\$68.25	\$78.75
Follow-up: (45 min)	\$52.50	\$63.00
Package of 5 Package of 10	\$236.25 \$420.00	\$294.00 \$525.00

<b>Fitness Testing</b>	Member	Non-member
	\$63.00	\$78.75

<b>Packages</b>	Member	Non-member
Starter fitness Package	\$115.25	\$131.25

## Professional Life Coaching Services

	Member	Non-member
<b>Single Coaching Session:</b>	\$75.00	\$110.00
Package of 5 Package of 10	\$359.00 \$649.00	\$495.00 \$880.00

<b>Laser Coaching (15 minute sessions)</b>	Member	Non-member
<b>Face to Face:</b>	\$15.00	\$19.00
<b>Telephone:</b>	\$13.00	\$17.00
<b>Email:</b>	\$10.00	\$15.00

## \*Dietitian Services

	Member	Non-member
Initial session: (45 min)	\$68.25	\$89.00
Follow-up: (30 min)	\$37.00	\$59.00
Package of 5 Package of 10	\$175.00 \$319.00	\$275.00 \$529.00

<b>Diet Analysis</b>	Member	Non-member
	\$75.00	\$95.00

<b>Packages</b>	Member	Non-member
Starter Nutrition Package	\$229.00	\$279.00

## \*Combination Services

	Member	Non-member
<b>Wellness Package</b>	\$69.00	\$89.00
<b>Balanced Package</b>	\$123.00	\$161.00

<b>Relaxation Package</b>	Member	Non-member
	\$144.00	\$189.00

<b>Create your own package</b>	Member	Non-member
<b>Choose any 3 services</b>	12% rebate	10% rebate

\*80%-100% coverage by most insurers. Check your coverage.  
GST included in all services.

\*Speak to an Urban Wellness Centre team member for information on all services.  
Corporate Packages available: [www.urbanwellnesscentre.ca](http://www.urbanwellnesscentre.ca)

## Corporate Offerings

Life coaching  
Onsite Fitness and Nutrition Consultations  
Group Workshops/keynote speaking  
Worksite Wellness Programs

Call 949-1846 for details

## **Fitness Testing**

“Fitness” includes a number of components that can be assessed. Among these are cardiovascular fitness (how fit your heart and lungs are), flexibility, muscular strength and endurance. A measure of body composition, as an indicator of nutritional habits and fat distribution, provides an additional valuable measure.

A fitness assessment can take many forms. The following list of measurement techniques will be used by your Certified Personal Trainer to measure your present level of physical fitness:

- Resting heart rate
- Resting blood pressure
- Body composition:
  - Height and mass
  - Skinfold measurements (subcutaneous body fat)
  - Bioelectrical impedance (body fat %)
  - Waist circumference

### Aerobic Fitness Assessment

- MCAFT (each stage consists of 3 minutes of stepping on a 3 level step platform)

### Musculoskeletal Fitness

- Power tested by Vertical Jump
- Strength tested by handgrip dynamometer
- Endurance tested by number of pushups and partial curl ups performed
- Back extension test

### Flexibility

- Sit and reach test

Results of the above tests will be explained to the individual and recommendations for lifestyle improvements will be made. A comprehensive booklet will be sent home with the individual explaining results. Confidential client sheet will be kept on file for future reference.

## **Starter Package**

Fitness testing plus one individualized program. Great value!

## **Personal Training Packages**

*Having a difficult time getting or staying motivated? Not reaching your goals even though you are working out every day? Want to feel healthier or improve your fitness level? Reach your desired results faster!*

If you answered yes to any of the questions above, then hiring a personal trainer might be just what you need! Whether you want to work regularly with a trainer or just have a program developed and “check-in” at regular intervals, you will definitely see the benefits.

Certified through the Canadian Society of Exercise Physiology and a degreed professional, your onsite trainer can help you to reach your goals.

See above fee schedule for pricing.

## **Fitness Classes**

All classes offered are included in your annual membership fee. Class descriptions and schedule are posted on our website and just outside of the fitness class room door.

Our website profiles all of our certified instructors:

**Deb Haddad**

**Erica Evans**

**Regan Stiles**

**Gillian Grodzik**

**Kathryn Sawatzky**

**Laurie Gilmore “DIVA”**

**Lyndsay Houston**

All of our instructors are also equipped with First Aid and CPR training.

- Classes are **45 minutes in duration** and run 3-4 times daily on weekdays only

Please respect fellow members and do not wear heavy perfumes or colognes as some individuals may have allergies.

## **Life Coaching & Dietitian Services**

- Life Coaching Services

### **What Are You Looking For?**

Are you looking for change? Do you desire greater rewards from your life? Do you have dreams, but can't find the courage, or the time to live that dream? Have you struggled with your passions and feel that you're not being true to your life's purpose? Are you feeling stuck in your work? Relationships? Are you struggling with your weight? Or addictions? Other struggles, desires or dreams?

### **You Are Not Alone!**

At some point in our lives we have all asked ourselves these questions. For many of us we often get caught up in living our lives based on the opinions of others or what we think is expected of

us. This approach tends to net us lives that are either unfulfilling or disempowering. It is at this time that our 'inner knowing' tells us we need to step back and assess our lives and its direction.

We all have dreams to live our healthiest and happiest lives possible; both professionally and personally. These dreams can be as simple as making more quality time for family. Or, they can be as big and bold as we will allow ourselves to dream. Too often though, we limit ourselves by thinking we don't have the solutions to realize a wildly successful life. That's where I come in. I will help you build on your past successes and move you forward to creating more solutions for your successful life.

## **What is Coaching?**

Coaching is *helping people live a healthier and happier life both professionally and personally*. I will work as your life coach to help you identify the areas in your life that, once balanced and order is achieved, will move you forward to living your best life possible. The coaching services will motivate you to help you get to where you want to be in your personal and work life. It is built upon listening, hearing, empowerment, support, commitment, caring and action. This package will provide you with information that will help you decide if you are ready for coaching. You will also gain information to help you get a good feel for what coaching really is and the role a coach can play in helping you realize your dreams.

In Health and Happiness, Phyllis Reid-Jarvis, RD, CDE, Coach

## **What is Laser Coaching?**

As part of our commitment to working with you to live your best life possible, we have made laser coaching available. Laser coaching is a great coaching technique that uses the tools and strategies of coaching. It is different from a regular coaching session in the following ways:

**Time-** 15 minutes total

**Issue-** one issue focused on in the 15 minutes

**Results-** you will leave each laser coaching session with a clear plan on how to move forward to accomplish what you set out to do

**Cost-** Great cost savings as laser coaching costs starts at \$1.00/session for Urban Wellness Centre members and \$1.27 for non-members.

## **Why Laser Coaching?**

This is a great and quick way to tap into the expertise of a trained coach to help you move forward on an area that you might be feeling stuck in or simply need a sounding board to bounce ideas off of.

You might be preparing for an upcoming interview and could use a sounding board to strategize how you will conduct this interview to get the results you desire

You might have to provide feedback to a staff/family member and feel you could use a clear plan that leaves the person feeling better than you found them. You might benefit from knowing how to provide feedback versus criticize.

You might have an encounter with a co-worker that you wish to address with him/her but are not sure how to start,

You may wonder what kinds of empowering words, tools you can use to ensure you create positive results in all aspects of your life

You might want a quick check in with your coach to work on an issue that is ongoing but wish to work at it in small portions of time commitments. Whatever your reasons for choosing laser coaching, one thing is guaranteed- you will have results!

- **Dietitian Services**

**Initial Session :** This nutrition service includes a complete dietary, blood work and environmental analysis. You will be asked to complete the detailed Nutrition Score Sheet Analysis which includes 13 categories. These categories will be used to analyze your food, beverages and overall nutritional intake and behaviours. Points are assigned and summarized to provide information on the areas for goal setting. In addition, in this initial session, your blood work will be reviewed and analyzed for areas that may predispose you to developing certain chronic lifestyle diseases. Finally, your environmental analysis will include assessment of your challenges at work, home and in social settings. It will also include identifying any support you may have for achieving your overall health goals. All of the above analyses will be used to work with you to create your nutrition and health action plan, which will be based on your overall goals.

**Follow-up Sessions:** These sessions will focus on a particular area that has been identified from your detailed analyses for working on to achieve your overall goals. Each session will be dedicated to a particular area that will help you move closer to achieving your goals set in your initial session.

**Diet Analysis:** The Diet Analysis service is a detailed assessment of your current eating, drinking (alcoholic and non-alcoholic beverages) and general lifestyle analysis. Using tools such as the Nutrition Score Sheet Analysis combined with the Rate Your Diet Tool, you will be provided with a detailed summary of the areas in your overall diet that are working in your favour and areas that are not. You will be given some recommendations on how to create the necessary actions to change your diet to suit your overall health goals.

**Starter Nutrition Package:** This is a great opportunity to tap into all the nutrition services available at a reduced cost. This package includes a Diet Analysis, a complete Nutrition Score Sheet Analysis and 4 30-minute personalized sessions with the dietitian.

**Most health insurance plans will cover the cost of nutrition consultation. Some plans cover as much as 80% to 100% of this service. Check your coverage.**

## Program Director



*Kathryn Sawatzky, BPE, CPT, MFC, Can-fit Pro certified*

Kathryn has been in the fitness industry for over 18 years and brings a wealth of experience in the field.

Kathryn began her career in Workplace Health and Wellness with CN (Canadian National Railway) in 1994 as Employee Health and Fitness Coordinator for the Winnipeg area. In this position, she provided health education and fitness programming to employees via numerous health and wellness presentations, personal training, incentive programs, personal wellness consultations and teaching of group fitness classes.

In the community, Kathryn has served on the Board of Directors for the Manitoba Runner's Association from 1997-98, been involved annually since 1994 with the Great Grain Relay Corporate event, served as Race Director for CN Tracks of glory race since it's inception in 1998 and been a founding member of the Winnipeg Workplace Wellness Alliance since 1997.

Kathryn's personal fitness has seen her compete in the Manitoba Novice Bodybuilding Championships in 1991 and complete 3 full marathon events in Minneapolis from 1995-97 consecutively. Currently she runs half marathons with her most recent accomplishment in Negril, Jamaica on December 1, 2007 as the first Canadian to cross the finish line as part of the Arthritis Society's Joints in Motion team.

Embarking on her latest challenge of opening up the Urban Wellness Centre in cityplace in February 2009, Kathryn continues to spread her passion and enthusiasm for a healthy lifestyle within the health and wellness arena.

### ***Her credentials include:***

- Physical Education degree
- MFC certification (aerobics/fitness leader)
- CPAFLA Certification (fitness testing and counseling)
- CPT –Certified Personal Trainer Certification
- CPR and First aid training
- Can-Fit-Pro Personal Trainer and Fitness Instructor Specialist

*Office Hours*  
*Monday-Friday*  
*9:30 a.m.-2:30 p.m.*

*unless otherwise posted*