

Baptist Healthplex-Jackson

# **Policies & Procedures**

**Baptist**  
HEALTH SYSTEMS



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# Baptist Healthplex-Jackson

## **Policies & Procedures**

Welcome to the Baptist Healthplex Jackson. Congratulations and thank you for your decision to join the family of members at the Healthplex.

### **SECTION I: HOURS OF OPERATION**

Monday – Thursday	5:00 AM – 9:00 PM
Friday	5:00 AM – 7:00 PM
Saturday	7:00 AM – 5:00 PM
Sunday	1:00 AM – 5:00 PM

Hours of operation are subject to change based on facility utilization pattern. We ask everyone to end their workout 10 minutes prior to closing time. Please exit the building no later than the posted closing time.

### **HOLIDAY HOURS / CLOSURES**

- New Years Day Closed
- Easter Sunday Closed
- Independence Day Closed
- Labor Day Closed
- Thanksgiving Day Closed
- Christmas Day Closed

The Healthplex will close early at 2:00 PM on Christmas Eve and New Years Eve.

### **SECTION II: FACILITY/HOUSE POLICIES**

The Healthplex reserves the right to refuse service to anyone.

All Members are required to have their photo on record.

## MEMBERSHIP CARDS

Each member 13 years of age or older will receive a membership card. This card will be required to enter the facility. A fee of \$1.00 will be charged to replace lost membership cards.

## CHECK IN

Please enter the Healthplex by scanning your member card at the front desk. No one will be allowed in the Healthplex without appropriate identification or payment.

A Fingerprint scanner is available for those who would like to choose that option.

## CELL PHONES

Please make every effort to limit your cell phone use to the lobby area and be courteous of other members.

## LOCKER ROOMS

Men's and Women's locker rooms are available for members.

Locker keys are provided for pick up at the front desk upon entry to the facility. Members must sign for a locker key or leave their membership card at the front desk to obtain a locker key. **All locker keys must be returned upon leaving the facility. There is a \$10 replacement fee for all keys not returned.**

Rental lockers for storage of personal items are available for a monthly fee on a first come, first served basis. Rental lockers are limited. Check front desk for availability.

Please be sensitive to other regarding nudity in the locker rooms.

***We strongly recommend that all personal items be secured at all times.***

***The baptist healthplex will not be responsible for lost or stolen items.***

## **TOWELS**

Towels are available to all members and guests. Towels may be picked up at the front desk upon entering the facility or as needed. Towels will be provided in the exercise areas of the facility as well. Please make every effort to limit towel usage to two towels per member.

## **ATTIRE**

All members are asked to wear appropriate workout attire for their particular activity.

A T shirt or Tank top must be worn over sports bras at all times.

Clean, closed toed shoes must be worn in the Fitness floor area, indoor track and group exercise studios

Proper swimming attire (Swimsuits) must be worn when using the pool and spa facilities. NO cut offs please.

Swim/Bathing Suits are to be worn only on the pool and spa area.

Any member or guest who wears any attire that is deemed by management to be inappropriate or offensive in any way will be asked to change or leave the facility.

We ask that swimmers dry off before exiting the pool or spa area.

## **LOST AND FOUND VALUABLES**

The Healthplex will not be responsible for items or articles lost, stolen or damaged in the facility or Healthplex grounds.

You are advised to leave your valuables at home. **Do not leave valuables unsecured within the facility.**

Lost and found items will be donated to charity monthly. Please contact the front desk for assistance.

Confirmation of found items cannot be done over the phone and must be done in person.

## **SMOKING/TOBACCO USE AND ALCOHOLIC BEVERAGES**

The Healthplex is designated a smoke free and tobacco free environment. This includes chewing tobacco.

The Baptist Health Systems Campus is Smoke and Tobacco Free.

Alcoholic beverages are not permitted in any area of the Healthplex.

## **FOOD AND DRINK**

No food is allowed past the front desk. Water or sports drinks in a non-breakable container is permitted. Exceptions may be made for special events.

## **GUEST POLICY**

**All guests are required to have a photo id to enter the facility**

Guest (age 13 or older) may use the facility at any time by registering at the front desk and paying the appropriate guest fee. All guests will be required to complete a Guest Release form each time they visit the facility. Guests must abide by all rules and policies of the Healthplex. If an unregistered guest is found using the facility, they will be asked to leave the facility and may be charged with trespassing. Members who bring in a guest without appropriate registration and payment may be subject to suspension or termination of their membership. Any guest under the age of 18 will need a parent or guardian to sign their guest release form.

## **SPECIAL EVENTS**

Announced special events may have precedence in facility usage.

Please contact the front desk for any special event information.



## **PERSONAL TRAINING / COACHING**

Due to insurance and liability issues, Personal Coaches/ Trainers who are not employees of the Healthplex cannot work with their clients on the Healthplex premises or use Healthplex owned equipment. Please see the Front Desk for details regarding personal training services available at The Healthplex.

## **MAINTENANCE CLOSURES**

The Healthplex reserves the right to periodically close all or part of the facility for necessary repairs and maintenance.

## **PHOTOGRAPHY**

Use of any camera, video or still photography is specifically prohibited at all times without the consent of the Healthplex or Baptist Health Systems.

The use of video or digital image cell phones is prohibited.

### **The Healthplex allows photographs to be taken under the following conditions.**

- A. During a public or special event.
- B. For private parties or group rentals.
- C. By special permission of Baptist Corporate Communications Dept

With the exception of public or special events, photographs or videos are only to include members and guests in the party. Photographs that include other Healthplex members or guests are not allowed and shall not be posted on Facebook or any other social media source. The photographs, video or audio recording cannot be used for any type of media, marketing, advertising, promotion including the internet, brochures, posters, flyers, newspaper, magazines, or movies at any time.

The Healthplex reserves the right to preview photo shoots, to confiscate film or video, or delete digital images that may include individuals not involved in the group activity to insure the privacy of its patrons.

## **WIRELESS INTERNET CONNECTION**

The Healthplex provides a wireless internet connection as a service to our members and guests. We ask that participants of this service respect their fellow internet users. Downloading of music or video, commercial use (web servers or file transfers) or viewings of elicit adult pictures or websites is prohibited. Abusers of this service will have their privileges suspended.

## **SOLICITATION / DISTRIBUTION**

Literature may not be distributed nor any solicitation made on the premises without the express written consent of the Healthplex or Baptist Health Systems.

## **SECTION III: FACILITY ENTITLEMENTS AND POLICIES**

### **AQUATICS**

A head to toe cleansing shower is recommended prior to entering the pool and/or spa. This helps to maintain a healthy environment.

No food, chewing gum, or beverages other than water in a non-breakable container allowed in the pool area.

For your safety, please read and follow all posted rules. Basic pool rules apply: no running on deck, no rough play, and equipment must be used properly and no diving.

Aquatic shoes are strongly recommended for those members participating in aquatic class activities.

We reserve the right to close the pool or spa due to contamination or mechanical problems.

Pool schedules are available at the information center located near the front desk.

Only bathing suits or aquatic apparel are allowed in the pool

or spa. NO Cut Offs please.

Additional rules for pool use are posted in the pool area.

### **WHIRLPOOL / SPA**

The spa is co-ed and available for use by members and guests 13 and older.

Additional rules for spa use are posted in the spa area.

### **GROUP EXERCISE AREA**

When classes are in session the group exercise area (lower level) is reserved for class participants.

When class is not in session anyone may use the area.

Clean athletic shoes are required at all times

Members are asked to return equipment used from group exercise areas after use, including weights, jump ropes, tubing, therapy balls, mats, etc.

### **INDOOR TRACK**

The track is available for walking (inside lane), jogging (middle lane) and running (outside lane). Please be attentive and use the appropriate lane for your chosen activity/pace. Athletic shoes are required at all times.

Walking / Running direction posted in track area.

### **FITNESS FLOOR AREA**

**BE ALERT!** The fitness equipment in this facility presents hazards which, if not avoided, could cause serious injury or death.

Prior to using the equipment, read the warning labels and instruction placards affixed to each machine.

If you are unsure on how to use a machine, seek the assistance of our floor personnel. We will be happy to

**instruct you on how to use the equipment properly.**

**Immediately report any piece of equipment that is not functioning properly to our floor personell so that it may be evaluated and serviced promptly.**

**Do not attempt to use of fix any piece of equipement that is not functioning properly.**

### **Cardio Equipment Area**

Use of cardio equipment is available to anyone 13 or older. For safety reasons children 12 and under are not allowed to watch their parents work out.

An orientation session is recommended prior to using the equipment. Please schedule an orientation with a Fitness staff person at the front desk.

### **Strength Training Area**

Use of the strength training area is available to anyone 13 or older.

For Safety reasons, children under 12 are not allowed to watch their parents work out.

An orientation session is recommended prior to using the equipment. Schedule at the Front Desk. It is important that all individuals learn proper workout and equipment techniques.

All youth ages 13 – 17 should complete a youth fitness orientation before using the Healthplex equipment

Please allow others to work in between your sets.

Please remove plates from bars and return weights, barbells, and dumbbells to their proper location after use.

### **Class Registration**

Some group fitness classes require pre-registration. If payment is required it must be received at the time of registration for

the participant to be placed on the class roster. Please contact the Front Desk.

To receive member pricing, the participant must be a Healthplex member for the entire duration of the program.

If after the first meeting of a class you decide to cancel, your registration fee for the class will be 100% refunded. After the second class, all fees are non-refundable except for special circumstances or class cancellations.

Cancellation fees may apply.

### **Clinical Services**

Clinical services (Cardiac Rehab, Physical & Occupational Therapy) are not included with the Healthplex membership.

## **SECTION IV: MEMBERSHIP ACCOUNT POLICIES**

### **MEMBERSHIPS**

All memberships are subject to the payment of an enrollment fee and monthly dues to the acceptance by the Baptist Healthplex. It shall be the policy to accept applications for membership from any individual without regard to race, creed, color, sex, or national origin.

**Individual Member:** An adult (age 16 or older) member who pays the individual enrollment fee and the full prevailing monthly dues (as determined by the membership level at which he/she joins) shall be classified as an Individual Member and will have full use of the facilities. \*\*Senior individual (Age 55 up)

**Associate and Additional Family Member:** A legal spouse (as recognized by the State of MS) or dependent child (ages 13 – 24) of a current Individual Member. The Associate or Additional Family Member must pay the appropriate

enrollment fee and full prevailing monthly dues to be recognized as an Associate or Additional family member and have full use of the facility.

**Student Member:** A student member is defined as a student currently enrolled in college who pay the full prevailing semester rate as it applies to their educational institution. To qualify for a student membership an individual must be taking a minimum of 15 hours that semester and provide proof of those hours for that semester.

**All memberships are non-transferable and non-refundable.**

**\*\*\*Your monthly dues are not based upon attendance and use of the healthplex.**

## **RECORDS AND PROCEDURES**

**Membership Agreement:** The membership agreement must be completed by the member, signed and dated. By signing this agreement, the Member thereby accepts all terms set in and agrees to abide by all rules and policies of the Baptist Healthplex.

**Resignation of Membership / membership Cancellation:** A member may resign from the Healthplex by signing a cancellation form or by written notice. This form or written notice must be completed and/or returned to the Healthplex by the 20<sup>th</sup> of the month prior to the month for which the account is to be closed. **(Example: To cancel a membership for September, notice or cancellation form must be received in the Healthplex office by the 20<sup>th</sup> of August.)** The member account must be current and up to date. A closed account with an outstanding balance will be sent to collections within 60 days if payment is not made. All membership cards must be returned upon closing of account. Cancellations may not be faxed or completed over the phone, as membership cards must be returned. **NO EXCEPTIONS.**

**Enrollment Fee:** The enrollment fee must be paid in full upon

enrollment of membership. First month's dues should also be paid upon enrolling either for the full monthly fee or a pro-rated amount based on the date of joining. Payment may be made by cash, check, debit, or credit card.

## **MEMBERSHIP PAYMENT OPTIONS**

**Monthly:** Membership payment will be established via Electronic Fund Transfer (EFT) from an account designated by the enrolling individual. It is the enrolling member's responsibility to notify the business office of any changes in the (EFT) account.

**Quarterly/Semi –Annually:** Membership may be paid in full three months or six months in advance.

**Annually:** Membership payments paid in full for one year in advance will receive an additional (13<sup>th</sup>) month.

\*\* The obligation to pay dues is not dependent upon the availability of all the Healthplex designated facilities. Special events, repairs, maintenance of some areas of the facility, and/or other occurrences may make it necessary for the Healthplex to restrict the use of one or more of the areas within the facility or to temporarily close the Healthplex. Dues will not be reduced or suspended during these occurrences.

**It is the Member's responsibility to notify the business office when senior membership rates apply. (Senior 55 & up)**

**Account Delinquency:** Members may have their on-account charge and membership privileges revoked during periods in which their account(s) are delinquent. The membership of a member that is delinquent in payment of his/her account for a period in excess of 60 days will be automatically terminated. All debts to the Healthplex are immediately due in full. After 90 days any account with an outstanding balance will be sent to a collection agency.

**Address Changes:** Members are responsible for providing written notification concerning changes of address to the business office.

**Additional Family Member Charges:** Individual members may add Additional Family Member at any time by paying the appropriate enrollment fee and monthly dues for the added member. It is the member's responsibility to notify the business office when a child reached his/her 25<sup>th</sup> birthday. At that time the young adult will be moved to a separate account.

**Member Freezes:** Memberships may be "frozen" and monthly dues reduced to a minimum handling charge during periods of forced inactivity for up to **Three Months**, provided all the following conditions are met.

- In the event a primary member is the member placed on freeze, then an associate or secondary member's monthly membership dues will be automatically changed to reflect the primary member's current monthly rate while the primary member is on freeze. (i.e. Primary member pay \$49.75 currently and associate member pays \$29.00 currently. While on freeze Primary member pays \$10.00/month and associate member will be charged the primary rate of \$49.75 until freeze is removed.)
- The membership account must be paid up to date to go on freeze.
- The member is neither living nor working in the greater Jackson Metro area during the period, or is incapacitated by serious illness or injury to the extent it is impossible to make use of the Baptist Healthplex. Documentation for a freeze may be requested.
- Freeze Request Form must be completed and signed by member for freeze to be valid. The written request must be received in the Business Office by the 20<sup>th</sup> day of the month prior to the month the freeze is being requested. (i.e. Freeze is to be placed on account effective June 1<sup>st</sup>, then written freeze request form must be received in the business office on or before May 20<sup>th</sup>.) While on freeze, members are not allowed to use the Healthplex facility at any time until proper request form is submitted to the business office requesting the freeze be removed from the account.
- **Memberships can be frozen only once during a 12 month period**



**Membership Suspension/Termination:** The membership of any Member may be cancelled by the management or suspended for any period of time in the event of violations of any rules and policies of the Healthplex or any conduct which in the opinion of the management is prejudicial to the welfare good order and character of the Healthplex. Termination of a member by the Healthplex does not relieve the member of dues or other charges previous to the date of termination.

**Dues Adjustment:** Membership dues are subject to adjustment. The Healthplex will give members thirty (30) days notice prior to any increase in dues. Should the member decide to terminate their membership after receipt of the notice, they may do so prior to the first day of the next month. Failure to provide written notice within this time period will indicate an acceptance of the new fee structure. No reply indicates acceptance of terms.

## **SECTION V: BEHAVIORAL POLICY**

**All inappropriate behavior may be classified into three categories.**

### **CATEGORY 1:**

**May Include, But Not Limited To The Following:**

- Profanity
- Littering
- Minor disrespect towards staff, and/or guests
- Disobedience of Healthplex Policy

### **CATEGORY 2:**

**May Include, But not Limited To The Following:**

- Defiance – unwilling to correct behavior when asked
- Disrespect
- Spitting
- Misuse of Equipment (may include, but not limited to):
  - Kicking balls

- Not following posted rules in pool area
- Failure to yield equipment at designated times

### **CATEGORY 3:**

#### **May include, but Not Limited to The Following:**

- Assisting in unauthorized entry
- Vandalism
- Violence (assault/fights, threats, etc., physical or verbal)
- Careless driving in parking deck
- Harassment of any kind
- Any act which necessitates intervention by Baptist Security or Law Enforcement

### **CONSEQUENCES**

All incidents will be written up in a formal report and put into the members file for identification of repeat offenders. Repetitive misbehavior will not be tolerated.

#### **CONSEQUENCES, CATEGORY 1:**

- Verbal warning and explanation of rule
- Note in member file

#### **CONSEQUENCES, CATEGORY 2:**

- Offender may be removed from activity.
- If offender is 17 or under, an effort will be made to contact the parent(s), review the incident, and discuss consequences to be applied. The minor will not be allowed into the facility until the incident has been reviewed.
- If the offender is 18 or older he/she will be removed from the activity and asked to leave the facility, and a suspension applied to the member(s). Non-members will not be allowed to re-enter the facility in the future.
- Staff will complete an incident report with offenders name, member number, phone number (parent's names and phone number, if necessary) and description of incident.
- The offender may be suspended from use of the Healthplex for minimum of two weeks(membership dues will not be refunded)
- Documentation in member file.

### **CONSEQUENCES, CATEGORY 3:**

- Security and Police may be called
- Staff person will be present to assist and give statement to responding officer.
- Staff will fill out an incident report with offenders name, member number, phone number (parent's information if necessary) and description of incident.
- Category 3 offenses may result in the immediate termination of membership.
- Individuals terminated under Category 3 will no longer be allowed on Baptist property.

### **DETERMINATION OF CONSEQUENCES**

Management will assess each incident and decide on a consequence. The majority of category 2 offenses may carry a two week suspension/denied access to the Healthplex. After two suspensions the offender's membership will be revoked. The majority of Category 3 offenses may result in termination of membership for any category offense.

### **APPEALS PROCESS**

Appeals must be submitted in writing to the Membership Coordinator within seven days of the incident. Each appeal will be reviewed by Management and Administration.

## **SECTION VI: MISCELLANEOUS**

The foregoing policies and procedures are not all inclusive. Other rules and regulations may be posted in and about the facilities and shall be binding on all patrons.

Management reserves the right to change or amend these policies and procedures as deemed necessary for the safe and functional operation of the facility.

It is the sole responsibility of the member to remain current with all standards and procedures or the Baptist Healthplex Jackson.

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