

CWC Handbook



Chickasaw Wellness Complex

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Providing members and guests of all ages and abilities a positive, safe, healthy, and fun environment to help maintain physical, mental, and spiritual wellness.



Rules and Regulations



1050 West Hamilton St.
New Hampton, IA 50659
641-EX4-LIFE
(641-394-5433)

Email: cwc@new-hampton.k12.ia.us
Website: www.wellnesscomplex.com

Governance Board

- Jeff Henn - Booster Club Representative
- Marcia Knutson - Wellness Representative
- John Andersen - County Representative
- Tom Rasmussen - School Representative
- Stan Perkins - City Representative

Ex-official Members

- Emily Kleiss - CWC Director
- Kelly O'Donnell - Athletic Director

Facility Hours

Monday - Friday

5:00 am - 9:00 pm

Saturday

8:00 - 6:00 pm

Sunday

12:00 pm - 7:00 pm



Contract of Membership

By signing this form, I confirm that I have received a copy of and fully understand the Chickasaw Wellness Complex rules and regulations and will abide by them.

Each member needs to sign this form.

If any of the policies in this handbook change they will be posted in the building for one month and updated handbooks will be available at the check-in desk.

Signature _____

Date _____ Membership # _____

Signature _____

Date _____ Membership # _____

Signature _____

Date _____ Membership # _____

Signature _____

Date _____ Membership # _____

Signature _____

Date _____ Membership # _____

Signature _____

Date _____ Membership # _____

Holidays

On holidays, the CWC reserves the right to reduce the hours of operation or close the CWC.

Annual Cleaning

We reserve the right to close the complex or portions of the complex for maintenance, repair or improvements. We attempt to do so during slow times (summer, if possible) with at least two weeks posted notice given. No refunds or dues credit are given for such closings.

Accidents and Incidents

Members are required to report all injuries/accidents/incidents that occur in and around the facility to team members so the proper paperwork may be completed.

Disciplinary Policy

Follow The Six Pillars of CHARACTER COUNTSSM: Trustworthiness, Respect, Responsibility, Fairness, Caring, and Citizenship. Facility users will be expected to follow all rules, guidelines and policies. Failure to do so will result in disciplinary action or suspension from the facility without refund. Any damage to facility's equipment or furnishings will need to be reimbursed at the expense of the responsible party.

Liability

The CWC is not responsible for lost, stolen or damaged articles while on CWC property. The CWC is not responsible for any injury to members and non-members while participating in physical activities at the CWC. Expenses related to the treatment of injuries incurred while using CWC facilities or participating programs are the responsibility of the member/guest or his/her insurance carrier. Participants assume this risk.

No Exceptions

The preceding policies and procedures are set forth to provide all members with a safe and enjoyable atmosphere in which to pursue your fitness goals. Please do not ask for exceptions to be made because no exceptions can be made. However, we are always open for suggestions on how we can improve our operations. WE VALUE YOUR INPUT!! Please complete a comment card, the CWC Governance board reviews each comment made.

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Welcome, CHARACTER COUNTS!sm, Check-in

Welcome to CWC. Thank you for your interest in the CWC. We hope this manual will provide answers to some of the many questions you may have as a member. The CWC was first formed as an idea around a kitchen table. Five years later the doors opened and the dream became a reality. Several hundred individuals have given their time, leadership and money to support the opening of CWC. The team members (staff) of CWC are here to serve you and provide you with an indoor arena in which to exercise, socialize and “get fit together”. Your input and ideas are always welcome.

It's about YOU...
It's about HEALTH...

The Six Pillars of CHARACTER COUNTS!sm

The CWC is a community organization open to everyone who is willing to assume responsibilities. While at the CWC you are expected to live the 6 pillars of character: Trustworthiness, Respect, Responsibility, Fairness, Caring, and Citizenship. If you see others who are being disrespectful to people, property, or not following these rules and regulations please confront them in a calm and courteous manner. If there are problems find a staff person to help the situation.

Check In Desk

All patrons must check in at the reception counter upon each visit. Each member must log which areas of the complex you will be using during your visit, enter your number and read any announcements on the computer. Non-members must register and pay a daily admission. The north door is the only public access to the facility. All other doors are “exit only” for emergencies and sport teams.

Clean Shoes

Each person using the facility should change into CLEAN athletic shoes. Shoes that have dirt and grime on them will hurt the floor surfaces and act like sandpaper. The only way to clean spills or water drops from shoes is by scrubbing the track by hand and drying immediately with a towel. Dirt from shoes can also get into the cardio equipment and cause breakdowns. We pride our self on the cleanliness of the building but could not do it without the help of each person that walks through the doors.

Application Fee

There is a one-time \$25 application fee when you apply for membership. If you cancel your membership and renew at a later date, you will have to pay the \$25 fee again.

Change in Membership Status

There will be a \$10 fee when changing membership type. An example would be from single to family. This fee will not be applied when changing at your renewal date.

Resignation of Membership

All CWC memberships are a year contract regardless if membership is paid in full or monthly. There will be no refunds. To cancel a membership a written resignation form must be completed and submitted to the CWC which will act as a 30 day notice. There is a \$50 cancellation charge for anyone wishing to terminate their membership before the one year is complete.

Returned Checks

There is a \$25 fee for all returned checks or bank withdrawals for insufficient funds.

Scholarships

Scholarships are available to assist with membership to the CWC. There is a special fund designed to help those in need. People interested in financial assistance or wishing to donate to this fund should talk to the CWC Director.

Special Needs

The CWC is committed to comply with the American Disabilities Act (ADA) that prohibits discrimination on basis of disability. The CWC will make every effort to make accommodations in our facility and programs to enable participation by an individual who has a disability.

Weather Warnings

Tornado - For warnings, all patrons must go to the multipurpose room.

Fire - Exit at the nearest door if it is safe to do so and meet at the ticket booth by football field.

Thunderstorm Warning- You will be notified when warnings occur

Winter Warnings - You will be notified when warnings occur.

Prohibited Items

Drugs, alcohol, tobacco of any type, weapons and gum are not allowed in and/or around the facility. Roller-skates, roller blades, and skateboards are not allowed for use inside the facility.

Membership & Legal Procedures

Membership Options

Family – All members of an immediate family, children must be claimed on Parent's taxes

Couple – Two adults that are living in the same household

Single – One adult younger than 65

Student – Anyone attending school between the age of 5-25

Senior Couple – Two adults living in the same household, one must be age 65 or above

Senior Single – One adult age 65 or above

Membership Fee Schedule

Family - \$330 year / \$27.50 month

Couple - \$275 year / \$23.00 month

Single - \$165 year / \$13.75 month

Student - \$110 year / \$9.25 month

Senior Couple - \$220 year / \$18.50 month

Senior Single - \$135 year / \$11.25 month

Non-Member Fee: Daily Pass/Punch Pass/Month Pass

Any person who is not a member wishing to use the CWC must pay a daily fee of \$5.50. Children 4 years and under are FREE. Anyone under 6th grade must be directly supervised by an adult 9th grade or older. There is an option for a discounted daily fee rate when you purchase in quantity. A punch pass will allow 10 admissions to the facility for a cost of \$38.50. This may be used for large groups or for one person to use several times. Punch passes do not expire and they are transferable to any person. If lost, stolen, or damaged they are non-refundable or replaceable. A 30 day/1 month pass may also be purchased for any single person planning to use the facility for an extended period of 1 month. This pass is \$55 a month and is not transferable. It expires 30 days after the purchase date. A photo ID is required each time you use a 30 day/1 month pass.

Billing

All CWC memberships are for one full year. There are two options to pay for membership. The first option is to pay with cash or check for a full year. The second option is for automatic debit transfer which will come out of a bank account on a monthly basis. The fee for the current month will be prorated and a \$25 application fee is charged to start a membership. Members paying through debit transfers will have their membership perpetually renewed unless they give a 30 day written notification. Memberships paid in full need to be renewed before the expiration date or late fees will be applied. Memberships are non-refundable and non-transferable.

Sports & Fitness Areas & Rules

Orientation

The first rule in the use of all CWC areas and equipment is "safety first". Before using any facility equipment, an orientation by one of our team members or volunteers is suggested. See the check-in desk for a tour.

Everyone Plays

Equal opportunity and safety for all ages are important concerns for the CWC. At times, we must limit priority of equipment or facility in order to give everyone a chance to play. If there are people waiting for the batting cage, golf cage, or fitness equipment there is a limit of 30 minutes. If there are people waiting for the sports court there is a limit of 30 minutes without a reservation and 1 hour with a paid reservation.. If someone is waiting for the racquetball court there is a limit of 30 minutes without a reservation and 1 hour with a paid reservation. This is the rule for all, regardless of age or ability. At the CWC everyone plays and everyone wins.

Availability and Reservations for Fitness

Patrons may reserve any area or Cardio machine in the facility if there is not a scheduled program taking place. There will be a reservation fee of \$1.00 for members and \$2.00 for non-members for cardio exercise machines, batting cage, golf cage, sport court, and racquetball with a 1-hour time limit. Once you make your payment, it will guarantee a specific time you can work out. The Team Member will reserve that area for you. If you are 10 minutes late you will forfeit your time slot if another person or group is waiting. There are no refunds for reservations. Reservations may be made 1 - 7 days ahead of time with no time slots back to back. There is no fee to use any area of the complex on a first come, first serve basis.

Tracking System

Each piece of equipment and area in the facility will have a record system. The record system for the racquetball, batting cage, golf cage, sports court, wrestling room, and multi-purpose room will be at the check-in desk. You must register at the desk anytime you are working out in one of those areas excluding the sports court. The check-in staff will let you know how long you have priority in that area. Each piece of cardio exercise equipment will each have a clipboard on it. Everyone that uses the equipment must sign the clipboard before they start their workout. If someone comes after you to workout on that same piece of equipment they will write their name down in the half hour slot after you. Once you've worked out for ½ hour you must change possession. This clipboard will have any paid reservations stating when it will not be available. We reserve the right to utilize the complex's facility for special events, private parties, meetings or other activities we deem desirable.

Cardio & Strength Training

Cardio and strength training equipment provide an excellent opportunity for adults of all abilities. Each piece of equipment needs to be wiped down with the provided disinfectant towel after you have used it to prevent sweat from rusting the equipment and for infection control courtesy for the next person. A person must be in 6th grade or older to use the cardio machines, circuit training or free weights. Children under the 6th grade cannot be in the cardio or weight training area. Each person must have a signed release on file before using any of the equipment. Anyone under 18 years old must also have a guardian's signature.

Free Weights - Members and Non-members can take advantage of state of the art equipment with weights totaling over 3,000 pounds. No unsafe lifts are allowed. Do not experiment with or abuse the equipment. Always lift with a spotter. Upon finishing a lift, you must return all plates and dumbbells to the appropriate racks.

Circuit Training - There are 10 pieces of equipment each designed to work one muscle group giving it strength and conditioning. In between each machine it is ideal to raise your heartbeat with a cardio exercise. There are steps in the circuit area for this purpose. This particular style of equipment is designed for every body type and every strength level.

Cardio Exercise Equipment - Treadmills, recumbent bicycles, upright bicycles, elliptical, and NuStep machines are available for your use. We also have cable TV with a headphone system for your entertainment. Each piece of equipment will have a clipboard on it. Everyone that uses the equipment must sign the clipboard with workout start time and name before they start their workout. If someone comes after you to workout on that same piece of equipment they will write their name down in the half hour slot after you. Once you've worked out for ½ hour you must change possession if someone is waiting. This clipboard will have any 1-hour paid reservations stating when it will not be available.

Toning Area - The toning area is located in the southwest corner by the racquetball court. This area has a Nordic Flex machine, medicine balls, balance ball, exercise tubes, steps, mats, and small hand weights up to 10 pounds. This is a great area to stretch before or after your workouts.

Sports Court

Members and non-members can use the sports court to enjoy shooting baskets or playing volleyball. There is access to 4 scoreboards to anyone above 9th grade. If others are waiting to use the court you must rotate at least every hour. We must at times limit pickup games to a single basket (there are 4) in order to meet these needs. The north court will be available to reserve for practices. The reservation policy must be followed. The south court will be available for members.

Cell Phone

Cell phone use is prohibited in our locker rooms. Because of technology, camera phones are unrecognizable from other cell phones. We do not want the opportunity for cameras in the locker rooms. If you are using a cell phone in the locker room you will be asked to leave immediately. You can use cell phones in other areas of the facility.

Photo Policy

The CWC staff may take photographs for promotional purposes of people working out, socializing, attending classes or events. Anyone wishing to be excluded should tell the photographer.

Pets

Pets of any kind (with the exception of service animals) are not allowed in CWC building without prior approval.

Age Requirements

0 - 4 yrs old: Free to use building for hands on activities with an adult.

Can not be in the circuit training/free weights area or steam room.

5 yrs old - 3rd grade: Can use any area in the building with DIRECT adult supervision with exception of strength training equipment and steam room.

Can be in the lounge area while parents are working out.

4th grade-5th grade: Can use sport court, walking track and lounge area without direct supervision, as long as a parent or adult in the building.

Can use racquetball, batting and golf cages with an adult.

6th grade - 8th grade : Can be in the building without a parent and use the track and sport court alone, strength training equipment with guardian signature, and racquetball, batting and golf cages with an adult.

9th grade and above: Can use any area in the building and supervise younger children.

*An adult is considered to be anyone 9th grade or older.

Complex Rules & Policies

Attire

Patrons are expected to wear appropriate attire while in the complex. This includes CLEAN tennis shoes that will not leave marks or dirt on any floor surface, shirts are required in all areas of the Wellness Complex (excluding the locker rooms), and all shorts and pants must completely cover your skin from waist to mid thigh or lower.

Food

Food and drinks are allowed in lounge and multipurpose room only. NO food is allowed on the track, cardio exercise equipment, free weights, circuit strength equipment, wrestling room, racquetball court, batting cage or golf cages. Only water bottles are allowed in fitness areas. No gum is allowed in the facility.

Lockers

All patrons may choose a daily locker on the north wall of the locker room to hold belongings. The CWC is not responsible for items stored in lockers. We strongly suggest leaving valuables at home if possible. We cannot hold valuables at the check-in desk. Anyone using a daily locker must remove their padlock and belongings before leaving. Locks will be removed and items in the locker will be removed. Padlocks are available to purchase at the front desk. **Cell phone use is prohibited in our locker rooms because of camera phones.** Lockers may be rented permanently at a monthly rate of \$5.00. Permanent locker rental will be available to the first 14 members wanting a locker.

Lost and Found

All items left at the CWC will be placed in the lost & found box in the office. Unclaimed items will be donated Goodwill periodically.

Phones and Paging

A phone has been placed in the entryway to accommodate making local phone calls for emergency use and other important phone calls. The CWC will not page members in the building except for an emergency. Persons expecting a message by phone may ask the check-in staff if they have a message. Please keep the length of conversation to a minimum, as CWC cannot function if the business lines are tied up with personal calls.

Walking/Running Track

The indoor track is available for all to use. Approximately ten laps around the track is equivalent to one mile. Slower pace walkers use the outside lanes while faster runners stay on the inside lanes. Note the directional arrows by the track to be sure you are walking in the correct direction (the direction changes daily).

Racquetball/Walleyball

Racquetball and walleyball are both excellent aerobic and social activities. You must sign in at the check-in desk before using the racquetball court. Racquets, balls, and eyewear can be found on the equipment rack. A walleyball net and ball are available at the check-in desk. The CWC strongly recommends eye protection be worn when playing racquetball. There is a \$1 member / \$2 non-member hourly charge to reserve the racquetball court made no more than 1 week in advance. You may prepay for reservations in a quantity of 10. There is no charge for walk-ins. Persons under 9th grade must have an adult (9th grade or older) with them in the court. Street shoes or shoes that leave marks on the floor are not allowed.

Batting Cage

Helmets, bats, balls, and hitting tee are available by the cages. You may also bring your own equipment. The pitching machine uses a cushioned ball for your safety. It will throw curveballs, sliders, and fast balls. Anyone under 9th grade must be with an adult in the cage. There is a hourly charge of \$1member/\$2 non-member to reserve the batting cage made no more than 1 week in advance. There is no fee to use the cage on a first come first serve basis.

Golf Cage

Clubs and balls are available by the cages. You may also bring your own equipment. Anyone under 9th grade must be with an adult in the cage. There is a \$1 member/ \$2 non-member hourly charge to reserve the golf cage made no more than 1 week in advance. There is no fee to use the cage when it is available.

Multipurpose Room

This room can be utilized for various activities including fitness classes, TV/VCR programs, parties, and meetings. This room can be divided in half. Each side can be rented for \$10 an hour. This is an excellent area for community members to offer a variety of programs and classes to suit individual needs. One side of the room has mirrors and dance bars, the other side has presentation equipment and a sink. For rental information see a team member.

Wrestling Room

There must be adult supervision, (high school graduate or older) in the wrestling room at all times. An adult must sign in and get the key from the check-in desk to open this area. This area will be off limits to the public from the first of November through the first of March because of safety and hygiene issues that relate to the school wrestling program. Any person using the wrestling room must have proper attire (no tennis or dress shoes, no buttons, snaps, jewelry or metal of any kind). The mats must be cleaned after each use.

Children's Room

Babysitting will be available to all members and non-members on a first come first serve basis for eight children per team member. Children ages six weeks and older are welcome. Babysitting is available Mon.-Thurs. 5:00-7:30 pm. during the school year. Cost is \$2.00 per hour, per child for members and \$3.00 per hour per child for non-members. Ten hour punch passes are also available for \$20. Parents are required to remain in the complex while their child uses this service. When a babysitter is not available, children may use this room with adult supervision. All toys must be picked up after using this room.

Steam Room

Steam rooms are located in each locker room. Some benefits of steam is that it hydrates the skin and soothes mind & body to relieve stress and relaxes muscles. Members and non-members are cautioned to read and follow all posted safety instructions. The steam rooms are available for use by persons 9th grade or older. There is a time limit of 15 minutes in the steam room.

Equipment

Sports equipment is available for your use at the CWC. Roller-blades, roller-skates or skateboards are NOT allowed to be used inside the facility. Baby strollers are allowed after the wheels are cleaned. There is a jogging stroller available at the CWC to be checked out free of charge. Proper use of equipment is expected. Any person not respecting the building or equipment will be warned and then asked to leave the CWC. You may bring your own ball or equipment if it is clean and in good working order. The CWC is not responsible for lost or stolen items.

Information Boards

There are several boards around the CWC, including the Membership Board, Community Events Board, CWC Happenings Board, Wellness Events Board, Wellness and Nutrition Board, and the Attention Board. Check these boards often as they are frequently updated with new information.

Programs & Rentals**CWC Classes**

The CWC offers classes to members and non-members. Members and non-members may register for classes at the front desk. Prices are as follows: member \$20 (1 class/week) or \$40 (2 classes/week), non-members \$30 (1 class/week) or \$60 (2 classes/week). We also have a 6 Punch Class Pass that members can buy for \$25 and non-members for \$40. Drop in fees are \$5.00 for members and \$7.50 for non-members. Some examples of classes that have been offered are: Pump-It, Basic Step, High School Hip Hop, Butts & Guts, Yoga, and Sculpt & Tone. Instructors of these classes are CWC employees and are paid for their teaching.

Outside Instructors

There are opportunities for outside instructors to hold their classes at the CWC. These activities will be individually arranged and conducted by each instructor. Members and Non-Members may sign up for these activities by contacting the instructor directly. Examples would be Tae Kwan Do, Gymnastics, Yoga, Kick Boxing, Batting Clinic, etc. Instructors will pay a building rental fee to reserve an area of the building for their class and must provide proof of insurance.

Scheduled Programs

Any participant that is registered for a program that is taking place within the Chickasaw Wellness Complex and is not a member of the CWC may not come earlier than 10 minutes before or stay longer than 10 minutes after the program without paying for a daily pass.

School District Usage

The sport court will be available to the school's sports team during the basketball and volleyball season and may use the sports court from 3:15-6:00 pm. During this time, the free weight equipment, circuit strength equipment, cardio exercise equipment, track, racquetball, batting cage, golf cage, multipurpose room, children's room, lounge area, and locker/steam rooms will be accessible to all patrons. The wrestling room will be reserved for school use from the first of November to end of March.

Rentals

The CWC facility is a great place for youth group activities, company meetings, overnight lock-ins, birthday parties, bridal showers, family reunions and more. The facility is available during the day, evening and overnight. For more info on scheduling a meeting or event stop by the check-in counter. Each area of the facility has a \$10 an hour rental fee during business hours and \$35 an hour rental fee during non-business hours. Fees may be discounted or waived with a decision from the Governance Board.