

# Member Handbook

Experience Fitness Made for You



# Welcome

You have taken an important step towards enhancing your health and well-being. There are many ways Northwestern Medicine Kishwaukee Health & Wellness Center can positively impact the quality of your life.

At Kishwaukee Health & Wellness Center, we approach health and fitness from a medically integrated perspective. We believe that our Center is unique in its commitment to meeting each member's personal needs. Our progressive fitness environment, comprehensive programs and degreed and certified professionals will assist you in reaching and maintaining your health and fitness goals.

This handbook is intended to provide you the information you need to have an enjoyable and safe experience. We want you to experience all of the courtesies, comforts, privileges and services you deserve. Our team will maintain and oversee these policies for your benefit and for all our members.

This handbook features key policies and procedures of Kishwaukee Health & Wellness Center, but it is not meant to be a complete list. We may change policies as necessary and appropriate based on health and fitness considerations and guidelines and to benefit all members.

The Kishwaukee Health & Wellness Center team is happy to explain any of the policies and procedures contained in this handbook at your convenience.

From all of us at Kishwaukee Health & Wellness Center, we hope that your membership experience will result in a healthier mind and body for many years to come!

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## Proper Attire and Conduct

Please wear athletic attire appropriate for the space in all areas of and at all times when using the facility. The standards include shirts, shorts, sweatpants, and athletic shoes on the fitness floor and in the group exercise studios. In addition, swimming attire is required in the pools. Open-toed shoes or sandals are not permitted on the fitness floor. Bare feet are allowed only in locker room and aquatic areas. The use of shower sandals in the locker room and pool areas is recommended. Kishwaukee Health & Wellness Center reserves the right, in its sole discretion, to determine what is appropriate attire and appropriate member conduct. Kishwaukee Health & Wellness Center reserves the right to revoke membership privileges based on improper conduct or behavior that might interfere with other members' use and enjoyment of the facility or is otherwise contrary to orderly Center operations and is at the sole discretion of the Center.

If you have experienced symptoms of communicable illness, including but not limited to, a fever, runny nose, cough, sore throat, sneezing, diarrhea or vomiting, please stay home until your symptoms have subsided. Center policy states those entering the facility should use discretion and be seventy-two hours without fever and otherwise symptom-free prior to entering the facility.

## Member Service

Our Member Services team is here to assist our members in any way possible. Please visit our Member Services Desk if you have questions or concerns so we can provide you with the best possible experience. Member Services can assist with membership-related issues, program enrollment and scheduling, Logo Shop purchases, and member feedback. In addition, comment cards are available at the Member Services Desk or a virtual comment card is located on our website ([nmkishhwc.com/virtual-comment-card](http://nmkishhwc.com/virtual-comment-card)) to provide additional opportunities for members to communicate to Center Management. We encourage you to meet with our Member Services Manager or Center Director whenever you have a concern.

## Member Terms and Conditions

All members shall comply with this Member Handbook and all Kishwaukee Health & Wellness Center Terms and Conditions. The rules contained herein are not inclusive. Amendments to Kishwaukee Health & Wellness Center Member Handbook, Terms and Conditions and Rules and Regulations may be made from time to time as necessary. The decision of Kishwaukee Health & Wellness Center shall be final regarding the interpretation of Kishwaukee Health & Wellness Center Member Handbook, Terms, Conditions, Rules and Regulations.

Monthly dues shall continue regardless of use. Please note that all membership cancellations require an advance written notice. Members will be responsible for all applicable dues and fees during the cancellation period. Please refer to Right to Cancel Membership on page 8 of this handbook.

## Your Membership Account

All members' personal, financial, and health-related information is strictly confidential and may require updating from time to time. Kishwaukee Health & Wellness Center utilizes different methods to settle your account depending on the type of membership. Electronic Funds Transfer (EFT) or prepayment is used for all membership types via MasterCard, Visa, Discover, or the bank draft method of payment.

## Account Settlement Methods

Once you provide your account information and authorization, we will automatically debit the pre-defined accounts for the appropriate monthly dues and house charges as designated in any program or the membership agreement. Kishwaukee Health & Wellness Center reserves the right to refuse entry to any member whose account has not been settled.

Any questions regarding membership accounts may be directed to Kishwaukee Health & Wellness Center accounting department.

## House Charge

Kishwaukee Health & Wellness Center provides house charge privileges for members' convenience. House charges allow members to use their membership card to bill products and services to their Center account. Settlement of house charge accounts occurs via EFT at the beginning of each month for the previous month's charges. Membership accounts with dues settlement methods other than EFT will be required to provide the accounting department with the account information necessary to allow for EFT collection of house charges. For more information and to establish your house charge account, please stop by Member Services at your convenience.

## Guest Policy

Members are welcome to bring a guest anytime unless prohibited by the Center for security and/or health related reasons. Individual guests are limited to the number of visits determined by Center policy. Kishwaukee Health & Wellness Center reserves the right to require all guests to complete and sign a guest registration card. Each guest must:

- Present a valid Kishwaukee Health & Wellness Center guest pass or pay a guest fee per visit.
- Be 18 years of age or accompanied by a parent or guardian if 16 or 17 years of age.
- Present a driver's license or valid form of identification. (State issued photo ID).
- Complete and sign a guest registration and waiver.

## Membership Options

Additional family members on any membership account must reside at the same address. Month-to-month and annual membership payment options are available. Please contact Membership Services for additional information.

## Age Requirements

Kishwaukee Health & Wellness Center is an adult facility. You must be 18 to have an individual membership. Kishwaukee Health & Wellness Center allows family memberships to include secondary members ages 16 years and older (with a parent member).

## Senior Membership

Senior memberships for those 62 years or older are available at a reduced rate.

## Student Membership

College students are eligible for short-term usage of the Center. One-week passes are available, as are extended terms for one, two or three months during college breaks and holidays. Certain restrictions apply. See a Member Service representative for details.

## Membership Changes

### To Upgrade

To add a family member to an existing membership, please contact a Member Services Associate or Membership Sales. Additional family members must reside at the same address and be age appropriate based on Center policy.

### To Downgrade

To cancel or remove a family member from a membership account, please provide a request in writing. Members may downgrade their membership at any time without a fee; however, members must provide an advance written notice.

## Right to Cancel Membership

Members may cancel their membership agreements without penalty within three business days after your initial agreement signing with a full refund. All membership cancellations after this period will require in person, advance written notice of intent to cancel to a member of the Member Services Team. If written notice is received by the 20th of the month, membership will be terminated at the end of that month. If received after the 20th of the month, membership will be terminated at the end of the following month. Members are responsible for paying their monthly dues for the period until cancellation becomes effective.

## Membership Hold

Members can place their memberships on "hold" in accordance with the following restrictions:

### Medical Freeze

- Members must provide written authorization from member's doctor indicating the inability to use the facility within 60 days of the event. Upon return, the member must provide written authorization from his or her physician to resume facility use.
- Medical freezes are honored for a minimum of 1 month and a maximum of 6 months.

### Membership Bridge

- Requests must be submitted in writing 30 days in advance of the bridge start date.
- Bridges are honored for a minimum of 2 months and a maximum of 6 months per calendar year.

All bridge requests for medical or extenuating circumstances must be made in writing and are subject to approval by the Center Director. Kishwaukee Health & Wellness Center will not honor backdated bridge requests.

### Monthly Memberships

Members on an approved membership bridge or medical freeze will have their dues portion suspended. (See Member Services Desk for details). **A member may not use the facility during the bridged period.**

### Yearly or Paid in Full Memberships

Yearly or Paid in Full members on an approved bridge or medical freeze will have their membership expiration date extended per the Bridge/Medical freeze extension schedule for yearly/paid in full memberships.

## Member ID Card and Replacement

All members are required to present membership cards upon entrance to the Center at the Member Services Desk. Kishwaukee Health & Wellness Center membership cards that have been lost or stolen will be replaced through Member Services for an additional fee. The fee for replacement is due upon receiving your card. ID Cards are non-transferable.

## Lost and Found

The Center maintains a "Lost and Found". Inquiries can be made at the Member Services Desk. Members may turn in or claim items. Items will be kept for four weeks before being donated to charity. Intimate items including underwear, soaps, brushes/combs will be disposed of. Kishwaukee Health & Wellness Center is not responsible for lost or stolen items.

## Facility Tours

Tours are available at the Member Services Desk.

## Additional Services

### Personal Training

Kishwaukee Health & Wellness Center offers a variety of personal training services and packages provided by degreed and certified fitness staff for an additional fee. Contact the Member Services Desk for additional information or to schedule an appointment. Only Kishwaukee Health & Wellness Center trainers are eligible to conduct personal training in the Center; therefore, members who do not comply with this policy (by participating in and/or providing training) are subject to having their memberships revoked.

## Nutritional Counseling

Nutritional counseling is available for an additional fee. Our registered dietitian provides professional consultations for both individuals and groups. Contact Member Services for additional information or to schedule an appointment.

## Cancellation Policy

When cancelling appointments for session based services, 24 hours' notice is required. Should less than 24 hours' notice be provided, the client may be charged the full portion for the scheduled service.

*Please note: All sessions expire one year from date of purchase unless otherwise indicated.*

## Group Exercise

Kishwaukee Health & Wellness Center provides a wide range of land and aquatic group exercise programs. Schedules are available on the mobile app and on our website. Kishwaukee Health & Wellness Center class participants should arrive on time to avoid disrupting other class members and to get maximum benefit from the warm-up. Group exercise classes listed on class schedule are all-inclusive; however, there are specialty classes that require a fee for attendance. Kishwaukee Health & Wellness Center reserves the right to change class times and instructors and to add or remove classes.

The Center reserves the right to limit the number of participants in each class for the safety (health and wellness) of our members and staff. Member are expected to wipe down equipment both before and after use in a group exercise studio.

The Center reserves the right to close the area for health and wellness reasons at its sole discretion.

## Aquatics

A variety of aquatic programs and pool areas are available for member use. Health department standards require that members shower with soap and water before use of any pool, sauna or steam room. Members must follow all posted rules and regulations. Proper swim attire is required in all pools and whirlpools. The use of swim sandals in the aquatics area and locker room is recommended. Please refrain from wearing fragrances while using the pools.

Lap pool lanes should be shared during peak hours. The proper lap swimming etiquette is to “circle swim” using a counter-clockwise rotation of the lane in use. If all lanes are being used to full capacity, it is requested that members be courteous and restrict their workouts to a reasonable time frame. The Center reserves the right to limit the number of participants in the swim lanes and pools for the safety (health and wellness) of our members and staff. Pools will be closed annually for mandatory maintenance and cleaning.

The Center reserves the right to close the area for health and wellness reasons at its sole discretion.

## Fit ‘N’ Fun

Fit ‘N’ Fun is a supervised child activity area where children enjoy a fun experience while their parents or grandparents are using the facility. Children receive quality care in a safe, kid-friendly atmosphere with activities ranging from arts and crafts to physical fitness.

- For members’ children and grandchildren ages 6 weeks to 12 years old.
- Limit one visit per day, per child, up to two hours per visit.
- Parents or guardians must remain on Center premises while a child is in the Fit ‘N’ Fun area.
- Children are not permitted on the fitness floor, locker rooms, or in the pool areas.

The Center reserves the right to close the area for health and wellness reasons at its sole discretion.

## Gymnasium

Shirts are required at all times in the gymnasium. Our gymnasium is available for basketball, pickleball, and Center activities; please note posted schedule in gymnasium for availability.

The Center reserves the right to close the area for health and wellness reasons at its sole discretion.

## Track

Please read the track signs carefully and comply with the direction designated for the day; signs are located at each of the three entrances of the track. As a matter of safety, please do not stand and converse in any lane of the track. Walk in the inside lanes and run in the outside lanes; yield right of way to members using the track at a higher pace.

The Center reserves the right to close the area for health and wellness reasons at its sole discretion.

## Sauna/Steam Room/Whirlpool

A sauna, steam room and whirlpool are provided in each locker room to enhance your fitness experience. No shaving or use of scents, oils or creams in these areas. Swimsuits are required in the whirlpool and towel coverage required in steam room and sauna. Street shoes and full clothing are not allowed in the whirlpool, sauna or steam room. The Center reserves the right to close the sauna, steam rooms and whirlpool for health and wellness reasons at its sole discretion.

## Locker Rooms

Kishwaukee Health & Wellness Center features an advanced keyless locker system for your protection and convenience. In addition, the locker rooms provide a number of fine amenities including: saunas, steam rooms, whirlpools, towels, soap, shampoo, lotion, deodorant, hair dryers, and hair spray.

Lockers are provided for members on a “per use” basis. These lockers must be emptied of their contents after each visit to the Center.

Complimentary towel service is provided to members for their convenience. Please assist us in keeping the locker rooms clean for your fellow members.

Use the disinfectant wipes provided in the locker room areas to remove perspiration from benches/chairs/stools before and after each use; disinfectant wipes are available throughout the locker room area.

The Center reserves the right to close the area for health and wellness reasons at its sole discretion.

## Assisted Locker Rooms

The assisted locker room is intended to be used by members who bring their children or grandchildren into the Center or members who need additional assistance and may be with a caregiver. It is not intended to be used in lieu of the adult locker rooms by members.

Be respectful of other members when using the family locker room; nudity is not permitted in the common area of the family locker room

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Adult supervision is necessary for the safety of all children when using the Center

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When using the individual changing rooms, locking the door will ensure your privacy

## Café

Choose from a variety of salads, sandwiches and beverages. Enjoy your healthy snack in our comfortable seating area or take it with you. Our café is open to the public. Payment for café items can be made at the café counter.

## Logo Shop

The Logo Shop offers a selection of athletic equipment, swim and sports apparel. The Logo Shop is open to members as well as the general public. Purchases may be made at the Member Services Desk.

## Cell Phone/ Photography/ Videography

As a courtesy to fellow members and for your own safety, talking on cell phones is discouraged in the facility. Please use lobby areas to make and receive cell phone calls. Cell phone use is prohibited in the locker rooms.

Photography and videography is strictly prohibited in Kishwaukee Health & Wellness Center unless the Center Director has granted authorization. Multiple offenses of this policy can result in loss of membership privileges.



## Tobacco, Alcohol, Controlled Substances and Weapons

Kishwaukee Health & Wellness Center is a designated smoke-free environment. Smoking cigarettes, pipes, cigars or use of any other tobacco product including E-Cigarettes is not allowed. Alcohol and drugs are NOT permitted on the premises. Weapons including guns, knives, explosives or any other items with potential to inflict harm are not allowed on the premises. Appropriate action will be taken against any member or guest who violates this policy.

## Member Etiquette

Please abide by the basic rule of "courtesy to and safety of your fellow members." Please also refer to the signs posted on the Fitness Floor and other locations throughout the Center for details.

### General

- Avoid the use of strong-smelling colognes, perfumes or lotions.
- Please use clean athletic shoes to keep the Center and equipment clean for others.
- Food is prohibited outside the lobby area; beverages must be stored in plastic bottles with secure tops.
- Food is prohibited in the locker rooms and fitness floor.
- For the safety of others and your personal belongings, (including but not limited to cash, credit cards, and jewelry), should not be left unattended at any time.

- If you have experienced symptoms of communicable illness, including but not limited to, a fever, runny nose, cough, sore throat, or sneezing, please stay home until your symptoms have subsided. Center policy states those entering the facility should use discretion and be seventy-two hours without fever prior to entering the facility.

## Safety and Wellness

At Kishwaukee Health & Wellness Center, we Center safety and wellness as a "team sport." By using the Center, you acknowledge that it is impossible to completely eliminate the risk of injury, illness, disease, and viruses and you assume the risks that you might get ill or sick when using communal space. To help stop the spread of germs, please review and act in accordance with CDC guidelines:

- Cover your mouth and nose with a tissue when you cough or sneeze.
- Throw used tissues in the trash.
- If you don't have a tissue, cough or sneeze into your elbow, not your hands.
- Remember to immediately wash your hands after blowing your nose, coughing or sneezing.
- Washing your hands is one of the most effective ways to prevent yourself and your loved ones from getting sick, especially at key times when you are likely to get and spread germs.
- Wash your hands with soap and water for at least 20 seconds.
- If soap and water are not readily available, use an alcohol-based hand sanitizer that contains at least 60% alcohol to clean hands.

## Fitness Floor

- Limit time on any cardio equipment piece to 30 minutes during peak times.
- Limit use of circuit training equipment to one set per machine when others are waiting and allow other members to “work in” with you.
- Use the disinfecting wipes provided in the exercise areas to remove perspiration from equipment before and after each use; disinfectant wipes are available throughout the fitness area.
- When vacating the equipment, please remove all personal belongings.
- Please re-rack your free weights after use and avoid dropping weights and dumbbells on the floor.
- Children are prohibited from the Fitness Floor for safety reasons; please use the elevator if escorting children to another level.
- Please do not leave treadmills running unattended; if you must leave the treadmill, please use the pause button to temporarily halt the treadmill belt.

## Locker Room

- Please assist us in keeping the locker rooms clean for your fellow members.
- Eating and storage of perishable items is not permitted in the locker rooms at any time, and lockers must be emptied of contents after each visit to the Center.
- Please discard all dirty towels and trash in the appropriately marked receptacles.
- It is required that a towel be wrapped around or placed beneath oneself when using the sauna, steam rooms and whirlpool, benches and chairs.
- Street shoes are not permitted in the shower and spa areas.

- Fingernail cutting, toenail cutting and exfoliating are prohibited in the locker room.
- Hair cutting and coloring are prohibited in the locker rooms.
- Cell phone or tablet use is strictly prohibited in the locker rooms.
- Use the disinfectant wipes provided in the locker room areas to remove perspiration from benches/chairs/stools and lockers before and after each use; disinfectant wipes are available throughout the locker room area.







**Northwestern Medicine**  
**Kishwaukee Health & Wellness Center**  
626 Bethany Road  
DeKalb, Illinois 60115  
815.754.1098

[nmkishhwc.com](http://nmkishhwc.com)

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