



Member Handbook

march: spring, growth, renewal, forward motion, one step at a time

wellness: energy, vitality, condition of good physical and mental health

It is our desire to provide a place where you can discover, explore and realize your goals. We hope OHSU march wellness & fitness will help you develop a new level of health. We value your input, so please inform us of any questions, concerns or suggestions in regards to these policies and procedures.

Please visit marchwellness.com for an up-to-date listing of classes, programs and schedules. The member only section provides member updates, recipes and a link to submit your workout questions called "Ask the Trainer."



TABLE OF CONTENTS

HOURS OF OPERATION

Regular hours, holiday hours, inclement weather, COVID-19

HOUSE POLICIES

Member Services: membership cards, check in, lockers, rental clothing, special events, lost & found, parking, aerial tram, photography, solicitation/distribution

Guests: guests of members, caregivers, youth members

COURTESY POLICIES

Cellphone/pager, attire, fragrance, eating, smoking, alcohol

FACILITY ENTITLEMENTS AND POLICIES

Aquatics: showering, lap pool, whirl pool, therapy pool, pool lifts, sauna, steam rooms

Facilities: gymnasium, studios/balcony, Pilate's reformer, cardiovascular equipment, strength equipment

Services: achieve membership, personal training, massage

Classes/Lectures/Programs: group exercise classes, class registration, class cancellation

MEMBERSHIP ACCOUNT POLICIES

Dues: membership dues, billing, delinquency & NSF

Membership Holds: medical hold, bridge membership

Terms: nontransferable, resignation, termination, house policy, liability

HOURS OF OPERATION

REGULAR HOURS

South Waterfront (SWF)

Monday – Thursday	5 a.m. – 10 p.m.
Friday	5 a.m. – 8 p.m.
Saturday & Sunday	7 a.m. – 7 p.m.

Hours of operation are subject to change based upon center utilization patterns. The OHSU march wellness & fitness center doors will not open until the posted times. All aquatic activities will cease 15 minutes before closing time. All members and guests must leave the building no later than the posted closing time.

HOLIDAY HOURS

There may be limited holiday hours, modified group exercise schedules and closures for New Year's Day, Martin Luther King Jr. Day, President's Day Memorial Day, Juneteenth, Independence Day, Labor Day, Thanksgiving Day, day after Thanksgiving, Christmas Eve, Christmas and New Year's Eve. Holiday hours will be noted in the enewsletter and posted in the center. When the parking garages are closed the Whitaker surface lot is available for parking (the lot is east of Center for Health & Healing 1).

INCLEMENT WEATHER

Classes, programs, events and the center may be delayed, formats changed, canceled or closed if weather conditions warrant. These changes are posted on Twitter and at the front desk (503-418-6272). Decisions are made as the weather progresses, changes are posted as soon as possible.

COVID-19

COVID-19 has impacted march wellness & fitness operations in many ways and is an evolving event. Please check the COVID-19 section on the march wellness & fitness website for up to date information, policies, procedures and programs.

HOUSE POLICIES

MEMBER SERVICES

The front desk personnel can provide assistance with all membership related issues. The department can address any questions regarding enrollment, house charges and any changes in member information, status or concerns.

Membership Cards

Each member will receive a membership card. This card is required to enter the center. Lost membership cards may be replaced at the front desk for a charge of \$5. All members are required to have a photo on record. Membership cards are not transferable.

Check In

You may enter OHSU march wellness & fitness by scanning your membership card at the front desk. No one will be allowed in the center without appropriate identification. For the safety and security of all members there is no access to SWF march wellness from first floor physical therapy. There will be 10 grace entries if you have misplaced your card.

Keeping in mind our energy efficiency goals, two bath towels and one hand towel are available at the front desk.

Lockers

Please leave valuables at home and remember to not leave items unattended while using the locker rooms, restroom facilities or activity areas.

- **Day Use**

Complimentary long lockers are available for use during your workout. All lockers must have a lock when in use and are not to be used as all-day storage. Items left in lockers without a lock will be removed and placed at the front desk. Members must provide their own locks. Any locks or items left overnight in day use lockers or express lockers will be removed. Items removed from lockers will be placed in Lost & Found and then donated after 30 days. Locks are available for purchase at the front desk.

- **Rental**

The small lockers are available for monthly rental; pricing information is available at the front desk. To maintain the cleanliness and atmosphere of our locker rooms, swim suits and other items may not be hung from locks. Swim suit spinners are available to dry your suit.

- **Express**

Express lockers are available for use during your workout, not all day or overnight storage. These lockers are located on the fitness floor by Studio A and have built in programmable locks.

Rental Clothing

Rental clothes are available for members and guests. Cost is \$3 for one day usage. Rental clothes are checked out and returned to the front desk.

Special Events

Announced special events have precedence in facility usage. Please refer to the front desk for information regarding special events and the spaces they will occupy.

Lost & Found

March wellness & fitness will not be responsible for articles lost, stolen or damaged in, on or about the center. You are advised to leave your valuables at home. Loss of a member's property should be immediately reported to the front desk so that a timely search of the premises can be made. Clothing, packages or other articles left unattended in any area may be moved to Lost & Found without notice and at owners risk and expense. Lost & Found items will be kept for 30 days and then donated. All lost items must be identified in person. No confirmation of found items will be given over the phone.

Parking

Community and Employee members receive two hours and 30 minutes of complimentary parking per visit in the following locations:

Rood Family Pavilion (RPV) 4:45 a.m. – 10:15 p.m.

Center for Health & Healing (CHH) 4:45 a.m. – 8 a.m. and 5 p.m. – 10:15 p.m.

CHH parking is not available during clinic hours.

Community and Employee's membership cards (barcode side) can be swiped in front of the small, bright red rectangular lighted box at the gates

to enter and exit. Parking will only be validated via check-in during your participation in march wellness & fitness center programs. We are not able to validate for appointments, classes, meetings or other non-march wellness activities.

If the parking garages are closed, the Whitaker surface lot is available for complimentary parking (the lot is east of the Center for Health & Healing 1). Visit our front desk for more details.

Student members do not receive parking validation for march wellness & fitness. Options for commuting to campus for students can be located at the following link:

<https://o2.ohsu.edu/transportation-and-parking/parking-at-ohsu/student-parking.cfm>

Photography

Use of any camera, video or still photography is prohibited at all times without express written consent of OHSU march wellness & fitness management. The media is welcome at special events to report, photograph or video. Photographs may be taken during a public or special event, private or group rentals, or by special permission of the on-call supervisor. Management reserves the right to preview photo shoots and to make special requests that will insure the privacy of its patrons, and to confiscate film or video, or delete digital images that may include individuals not involved in the group activity. The use of video or digital image cell phones is prohibited at all times.

Solicitation/Distribution

No literature may be distributed nor any solicitation made on the premises without express written consent of OHSU march wellness & fitness.

GUESTS

Guests of Members

Guests of members are welcome anytime for a maximum of six visits per calendar year. If you will not be accompanying your guest during their

visit, please make prior arrangements with the front desk. OHSU march wellness & fitness reserves the right to require all guests to complete a guest registration card, sign a Waiver and Release of Liability, provide photo identification and pay a guest fee. Guests must register at the front desk and be entered into our computer system. Out of town guests (greater than 50 miles) may participate in the one week pass program, details are available at the front desk.

Caregivers

Caregivers for members are allowed to enter the center and assist members. Caregivers must check in at the front desk and wear a care giver badge at all times. A registration form must be completed on the first visit which requires photo identification. Caregivers are not permitted to use center unless they are a member. Nonmember caregivers using the facility will be asked to stop and may not be permitted to continue as a caregiver.

Youth Members

OHSU march wellness & fitness center is designed and operated generally as an adult wellness facility, open to individuals 18 years of age and older. Weekend use of the facilities by youth is offered as a benefit to march family members only. Youth aged 15 to 17 years may utilize select portions of the facility after completing the “Youth Orientation” and when accompanied by a parent, legal guardian, or grandparent who is a member of OHSU march wellness & fitness. Youth other than children, grandchildren, or those under the legal guardianship of OHSU march wellness members are not allowed. Please review the Youth Guidelines and schedule a Youth Orientation at the front desk.

COURTESY POLICIES

Signs

Sign posting is very limited in the center in an effort to maintain a clean and uncluttered appearance. Information is posted on the display at the front desk and the newsletter.

Shared space

Most of the space at the center is shared space. Please be respectful of other members by sharing space, equipment, cleaning and communicating before making changes (lights on/off, jets on/off etc.).

Cellphone/Pager

Cell phones may be used in the lobby by the front desk. Please silence your phone in other areas. To respect everyone's privacy, cellphone usage is not allowed in the locker rooms, on the fitness floor or in the studios.

Attire

All members are expected to wear workout attire appropriate for their particular activities. No street clothes, jeans, scrubs or street shoes will be allowed in the studios, weight training or cardio area. Please do not wear shoes with mud and debris on the fitness floor. Athletic shoes and appropriate upper & lower body garments must be worn in all fitness areas.

Remember many of the new workout fabrics require frequent washings and laundering with odor eliminating detergent to eliminate smell.

No cutoffs allowed in the pool. Swimmers must dry off and have a shirt on before entering lobby areas.

Fragrance

Due to an increased incidence of reactive airway disease, all members and guests are encouraged not to wear fragrances to march wellness & fitness. Applied fragrances such as perfumes, aftershaves, or other personal care products should not carry a pervasive odor if they are worn. OHSU march wellness & fitness is defined as a "minimal fragrance" facility because of those that have allergic reactions to fragrances.

Eating

Food consumption is permitted in the lobby and kitchen. To maintain a clean environment, eating is not permitted in the locker rooms, studios, pool areas or exercise areas.

Tobacco Free & Drug Free

OHSU is a tobacco-free and drug-free institution and campus. All smoking, smokeless tobacco and vaping are not permitted in the center.

Alcohol

The use of alcohol is prohibited in the facility with the exception of OHSU approved events.

FACILITY ENTITLEMENTS AND POLICIES

AQUATICS

Showering

- HEAD-TO-TOE SHOWERING IMMEDIATELY BEFORE ENTERING ANY POOLS IS MANDATORY BY THE HEALTH DEPARTMENT.
- Health standards require a cleansing shower before use of the pool, steam or sauna. Cleansing showers are required and help keep the pool clean.
- Lotions, hair products and clothing remaining on your person WILL affect the balance of the pools.
- PLEASE be considerate and ALWAYS SHOWER.
- Oils, cream and personal hygiene are not allowed in the pools, sauna or steam.

The pools are a shared space with different types of users. Members are not able to reserve space in the pools for their exclusive use. Please be conscious of noise volumes as the space amplifies sound.

DO NOT SWIM ALONE.

NO LIFE GUARD ON DUTY.

Lap Pool

Please observe lap swim etiquette. If crowded, swim a circle pattern counter clockwise and share the lane with other swimmers. Sharing of lanes is **required** of all members. Specific classes (i.e., water aerobics, swim classes) have use of the pool during scheduled class times and will reduce the number of available lap lanes.

We reserve the right to close any pool or spa due to contamination or mechanical problems. Management reserves the right to periodically close the facilities for necessary repairs and maintenance. The lap pool is heated from 80° to 82°.

Whirl Pool

The whirlpool is coed and is available for use by members. Remember to take a cleansing shower before entering, any residue can affect the whirlpool jets and create foam/bubbles. Please read posted cautions before entering. The whirl pool is heated from 101° to 103°.

Therapy Pool

The therapy pool is available for water walking, range of motion stretching, and therapeutic needs during open pool times. Sharing of the therapy pool is required of all members. Certain hours are reserved for clinical therapies: Physical Therapy, Occupational Therapy, arthritis and fibromyalgia programs. The therapy pool is heated from 91° to 93°.

Pool Lifts

Mobile PAL lifts (weight limit 300 lbs.) are available for all pools for anyone needing assistance entering or exiting the pools. A permanent lift (weight limit 500 lbs.) is also available at the therapy pool. Members must be able to enter and exit lift independently or with the assistance from a caregiver. The lift batteries are installed each morning, staff will move the lift to the pool, please ask at the front desk.

Sauna & Steam Rooms

The sauna and steam rooms are available in both the men's and women's locker rooms. These rooms are shut down 15 minutes before closing time.

- Exercise and stretching is not permitted.
- Towels on benches are required.
- Shaving, lotion and oils are not permitted.
- No personal hygiene care is permitted in the sauna or steam rooms.
- Drying of garments, shoes, jackets or other items in not permitted in the sauna.
- Do not place any objects on the sensors, it damages the units.

The steam room temperature and steam volume are on a set cycle within a temperature range, there isn't a static manual temperature setting available. The steam will issue from the nozzle when the temperature reaches the low temperature threshold. For everyone's safety the steam does not run continuously or on demand.

FACILITIES

Gymnasium

All march wellness & fitness members have access to the gymnasium at the Student Center on Marquam Hill. Consult the Student Center [website](#) for the current schedule and directions. Gym shoes must be nonmarking and not used on the street. Gym participants are to be respectful of others, equipment and the facility. Unsportsman-like conduct will not be tolerated.

No dunking or hanging on the rims or nets. The gymnasium is used for intramural leagues and special events and not available for general use during this time.

Studios/Balcony

When a class is in session the studios/balcony are reserved for class participants only. Appropriate attire and footwear is required. The studios/balcony are available for use during nonscheduled times. The sound system is for class use only. Please do not remove equipment from the studios/balcony or move equipment from the fitness floor into the studio.

Trainers Deck

The mezzanine area between the first and second floors is available to those during personal training appointments only. Members must be escorted by a personal trainer, no other use is permitted.

TRX Suspension Trainer

There are several suspension trainers available in the balcony. Members are welcome to train on the suspension trainers independently. Please be aware of other members when using the TRX. Do not attempt to move the TRX frame. TRX classes are offered throughout the year, information regarding classes is available at the front desk.

Pilates Reformer

The Pilate's reformer is available for use during personal training session. Independent member use is permitted after approval from Pilate's trainer. This approval can take up to 4 training sessions to safely complete the "10 Pilates Basics" program. For full details please email fitness@ohsu.edu. The reformer is available during club hours, a reservation can be made on [schedulicity](#) (reservations have priority usage).

Drinking Fountains

Drinking fountains are located in the main hallway, on the fitness floor, studio C, locker rooms and pool area. A water bottle fill station is located on the fitness floor. Do not spit into the fountains.

Cardiovascular Equipment

- Please limit your use of cardiovascular equipment to 30 minutes during prime-time or when all similar pieces are in use.
- Wipe down equipment after usage with the provided pre-moistened wipes.
- Most cardiovascular pieces have cable television; please bring your own headphones. Headphones are available for purchase at the front desk.
- Do not walk between equipment, use designated aisle to pass.
- The health and safety of our members is our top priority. Should you have any questions or concerns regarding your exercise program or any of the club's policies, please feel free to consult with an exercise specialist (red uniform) or front desk.
- Bags, purses and jackets are not permitted on the floor next to equipment or draped over equipment; this creates a safety hazard, please use a locker.

Strength Equipment

To make sure your exercise experience is safe and enjoyable, we ask you to please adhere to the following:

- Do not drop weights
- No bare feet or open-toed shoes
- Rerack your weights/handles after usage
- Do not sit or rest on machines between sets
- No food or beverages are allowed with the exception of water
- Wipe down equipment after usage
- Blood pressures are available with the auto cuff on the fitness floor.
- Fitness questions can be addressed by a personal trainer during "Ask the Trainer Hours." Hours are posted at the fitness desk and on marchwellness.com. Questions can also be asked at fitness@ohsu.edu

SERVICES

Members receive a 10 percent discount on individual personal service purchases. A list of services and prices is available on the Life Wellness Services card, located at the front desk.

ACHIEVE Membership

The Achieve Membership offers OHSU march wellness & fitness members a personalized plan to achieve wellness goals. Mix and match the services you wish to use each month.

Personal training
Therapeutic massage
Nutrition coaching
Pilates reformer coaching
Yoga coaching
Swim coaching
Aqua fitness coaching
Health coaching

Express (expires 30 days from purchase)

Individual

4 services per month \$240
6 services per month \$360
8 services per month \$480

Group (2 or more people)*

4 services per month \$160
6 services per month \$240
8 services per month \$320

Monthly Membership (expires at the end of each month)

Individual

4 services per month \$220
6 services per month \$330
8 services per month \$440

Group (2 or more people)*

4 services per month \$140
6 services per month \$210
8 services per month \$280

Monthly has the option to purchase additional single sessions for \$55, as needed. Monthly requires a 3 consecutive month commitment & EFT. Change/cancellation requests are required by the 20th of the month, for the following month. EFT will continue until a cancellation form is completed.

Sessions are 50-55 minutes unless otherwise indicated.

*Group pricing is per person

Personal Training

Our knowledgeable staff of degreed and certified exercise specialists can also help you individually or in small groups. Personal training maximizes your workout for optimal results. Contact the fitness manager to get started with a personal trainer or [schedulicity](#).

Note: only OHSU march wellness & fitness staff are eligible to conduct personal training, instruction and coaching of any type in all areas of the facility. No outside care providers, trainers or therapists may conduct or provide instruction.

Massage

Therapeutic massage can help manage stress, relieve sore muscles from a new or expanded exercise routine or aid in injury recovery. Appointments with our licensed and experienced massage therapists can be made online at [schedulicity](#).

Cancellation Policy

Twenty-four hours' notice is required to reschedule a service without a fee. Cancellations made with less than 24 hours notice will be charged for the full service.

CLASSES/LECTURES/PROGRAMS

Group Exercise Classes

March wellness & fitness offers a diverse menu of exercise classes that are included in your membership: aerobic, strength, mind/body and more. For more information refer to the current schedules posted on the website and information screen at the front desk. If you have suggestions or comments regarding group exercise please complete the group exercise survey on the [website](#).

Class Registration

Many fitness classes and special workshops are free to members, while others are offered for a fee. Please check postings for current offerings and fee schedules. When registering for a class, payment must be received at the time of registration for the participant to be placed on the roster.

Class Cancellation

Cancellation fee is \$10 with more than 24 hours notice, no refunds for cancellations less than 24 hours. This policy applies to classes, workshops and lectures. Classes, workshops and lectures are subject to cancellation due to low enrollment and a full refund will be issued. If after the first meeting of a series class you decide for any reason that you do not like it, your registration fee for the class will be 100 percent refunded. After the second class, all fees are nonrefundable.

MEMBERSHIP ACCOUNT POLICIES

DUES

Membership Dues

Monthly dues are paid by an automatic electronic funds transfer (EFT). The funds transfer will occur on approximately the fifth of each month from your checking or savings accounts. Pre-paid annual memberships are nonrefundable. Members electing to prepay their dues for 12 months must honor that agreement for a full 12 month period.

Billing

Members will be billed on the first of each month for that particular month. Billing includes monthly membership, recurring charges and house charges. Your monthly dues are not based upon attendance. All account changes, except resignation must be made 10 days before the month in which the change is to become effective. Please notify us of any changes to your accounts, address, phone number or email.

Delinquency & NSF

Delinquent accounts become inactivated memberships and are subject to no admit status or cancellation at the discretion of OHSU march wellness & fitness management. You will be charged a \$25 fee (or the maximum amount permitted by law, if less) for any returned checks or insufficient funds.

Membership Holds

Medical Hold

An extended leave is available for prolonged illness or injury.

- A change of record form and written letter from a physician is required. The physician letter must include the reason for the request and the start and end dates of the medical hold. If an end date is not included a physician release is required to reactivate the membership.
- Medical holds runs from the first of the month to the first of the next month.
- Medical holds must be submitted 10 days before the month in which the change is to become effective.

- Retroactive account adjustments are not permitted.
- There is a three month limit with review by management; the leave may be extended to six months.
- One-third of the monthly dues will be charged during the medical hold period.

Bridge

Members may request their membership be placed on a “bridge” according to the following:

- Any requests to a bridge must be submitted on a membership change of record form (available at the front desk).
- A membership bridge runs from the first of the month to the first of the next month.
- Requests must be submitted 10 days before the month in which the change is to become effective.
- Requests for bridging a membership may be honored for temporary relocation and extenuating circumstances; all are subject to approval.
- Membership must be bridged for a minimum of 3 consecutive months and must not exceed 6 consecutive months.
- If you wish to use the center during your bridge you must pay the visitor day rate. If you cancel your bridge request and it results in less than three months bridge, you will be responsible for the remaining 2/3 dues for prior months.
- June, July and August are excluded.
- One-third of the monthly dues will be charged during the bridged period.

TERMS

Nontransferable

Memberships are nontransferable; allowing another individual to use your membership card to enter may lead to suspension or termination of your membership. A dues refund will not be provided.

Resignation

Members may resign from OHSU march wellness by giving written notice (change of record is the preferred method) that they wish to terminate membership at least 30 days before the first day of the month. For

example, a cancellation submitted Dec. 31 will end membership Jan. 31. A cancellation submitted Jan. 10 will end membership Feb. 28. Monthly fees will not be prorated should membership be terminated in the middle of a month. The initiation fee is nonrefundable. Past due accounts must be paid in full. All membership cards must be turned in and the resignation shall be effective the first day of the following month or in accordance with the terms of the membership agreement. Dues will not be refunded for non usage.

Termination

Any account that remains delinquent in payment for a period in excess of 60 days may have the associated memberships terminated. All debts and bills to the club are immediately due in full. A membership may be canceled or suspended by management for any period of time in the event a member violates any rule or regulation of OHSU march wellness & fitness or any conduct which, in the opinion of management, is detrimental to the welfare, good order and character of OHSU march wellness & fitness.

Any member or guest of a member found maliciously or willingly destroying or abusing the facilities or exhibiting any inappropriate behavior will be subject to immediate expulsion without refund of initial fees and the member shall be liable to the club for all damages resulting from such actions. Termination of a member by the club does not relieve the member of dues, or other charges, previous to the date of termination.

House Policy

March wellness reserves the right to refuse service to anyone.

Liability

The use of OHSU march wellness & fitness by a member or guest constitutes acknowledgement of that person's release of liability and waiver of claims. A release of liability and waiver of any claim for liability of the club, its officers, directors, employees and members is a condition for use of the OHSU march wellness facilities. Please review your membership contract for more details.