

Ithaca College Wellness Clinic Client Policies

1. Educational Facility:

The Wellness Clinic was first and foremost established as a clinical learning environment. Therefore, clients are expected to participate in various aspects of our students' learning experience (i.e. orientations, fitness testing, and exercise assistance and feedback during workouts).

2. Check-In:

When entering the Clinic all clients are required to check in at the front desk with the key card they are given at their second orientation. If you need a new card, one may be purchased from the front desk for \$5.

3. Hours:

The Wellness Clinic is open Monday- Friday 6:00am - 7:00pm during the academic year. Clients are not permitted to enter the fitness area before 6:00am or remain inside the Clinic after 7:00pm (including the locker rooms). The same rules apply for summer hours, which are typically 7:00am - 6:00pm M-Th. & 7:00am - 5:00pm Fridays. Please see our website for complete listing of hours/closures.

4. Required Assessments and Orientations:

- a. All new members will fill out a Medical/Health History Form upon joining the Clinic and update it with changes or minimally each year upon membership renewal. Additionally, client will submit medical clearance from physician as deemed necessary by WC staff.
- b. All new members will complete two orientation sessions (includes initial fitness evaluation) with a Fitness Specialist before being allowed to freely use the fitness area.
- c. Upon joining the Clinic all clients will complete a Graded Exercise Test (GXT). Thereafter GXT's will be completed every three years.
- d. Every year client will complete their annual Fitness Evaluation (subject to staff availability).
- e. Cancellation Policy: Please be respectful of our staff and other clients by doing your best to keep all scheduled appointments. If you must reschedule due to an emergency or illness please do so at least 24 hours in advance. Repeat cancellations and appointments cancelled less than 1 hour prior to appointment time may result in client placement on waiting list or in extreme cases membership suspension.

5. Lockers/Towels:

- a. Lockers may be rented for a fee and complimentary baskets may be reserved on a first come, first served basis.
- b. Use of available lockers for "day use" is permitted, however if locker has not been rented personal lock and belongings must be removed at workout completion and must not be left overnight. Additionally, all used and/or dirty exercise clothes should not be left in the locker rooms overnight.
- c. Towels: Both shower and exercise towels are available for client use. Shower towels will be available only in the locker rooms. Exercise towels will only be at the fitness desk and are to be returned there after use.

6. Attire:

Clients are encouraged to wear athletic clothing and are required to wear clean, closed toed athletic shoes while on the exercise floor.

7. Guest Policy:

Guests are permitted in the Wellness Clinic for a \$5 fee. All guests must sign a Guest Liability Release form before being permitted to exercise.

8. Exercise Supervision:

- a. At least one student Fitness Specialist or Floor Monitor will be available on the exercise floor at all times. Staff are trained to provide exercise assistance and feedback, including assessing and correcting technique, while maintaining a clean and safe environment for all clients. Concerning safety issues (i.e. spotting, unsafe activities, etc.), members are to abide by the advice/direction of the WC staff.
- b. On rare occasions, WC staff might require a client who needs more supervision based on medical/health conditions to participate at specific times of day when Exercise & Wellness Specialist(s) or Director are present.

Signature _____ Date _____