



Wellness
Center

FREQUENTLY ASKED QUESTIONS

Are masks required?

Masks will not be required while actively exercising, during group fitness, or while using the pool in the Wellness Center. Masks will be required when traveling through, entering, and exiting the building as to be mindful of our patients within close proximity to the Wellness Center.

Do I have to sign a contract to be a Wellness Center Member?

No, there is no contractual agreement associated with a Wellness Center membership. Memberships are month-to-month. The only penalty to membership cancellation is the application of the enrollment fee (standard \$60) to the initial membership creation and any membership renewal after a cancellation.

When do I get billed?

Billing will occur on the 15th of the month, beginning the month of our grand opening. Since billing occurs on the 15th, please note that a prorated fee will be added to the first billing cycle as the building will be available to members prior to the first billing, currently set for May 15th.

What kind of equipment will you have? Will there be free weights?

The Wellness Center will offer a wide array of options for both cardio and strength exercise with over 150 brand new pieces of Precor and TAG equipment! Some of our pieces include treadmill, elliptical, stair climber, rowing machine, recumbent bike, free weights (dumbbells up to 130 pounds), squat rack, benches, and more!

Can I use just the sky track?

At this time, Wellness Center membership is an all-inclusive membership, the monthly price allows access to all areas including locker rooms, therapy pool, fitness space, group fitness classes, and the sky track. We do not have the capability to limit access to certain areas of the Wellness Center.

What are the dimensions of the pool and what will the temperature be?

Our Therapy Pool is 24' x 38'. The temperature will be a minimum of 85 degrees. The pool is shared with our Physical Therapy department for patient therapy during normal business hours. Open swim will be available on the weekends from 7:00 am to 4:00 pm, and Monday, Wednesday, and Friday from 5:00 am to 8:00 am and 5:00 pm to 9:00 pm, with Tuesday and Thursday evenings reserved for aquatic group fitness classes.

How does childcare work?

Childcare is available in the Wellness Center as a drop-in service. We are not licensed as a daycare, and therefore can only accommodate children for up to two (2) hours maximum. We have separate infant (6 months to toddler) and school-age children's areas (up to 12 years of age). The rate for childcare is \$2.00 per child, per hour, up to a two (2) hours maximum. Childcare is available to anyone utilizing the Neurology, Orthopedic, and Wellness (NOW) building.

Will the Memorial Healthcare Wellness Center offer Silver Sneakers?

As we prepare to open Memorial Healthcare's Wellness Center, we continue to research programs and services that will best serve the unique needs of visitors and our community at large. After much consideration, we have opted not to participate in the Silver Sneakers program.

This decision was not made lightly as we have had inquiries about this program specifically. However, we are confident in the services we offer, including a one-on-one evaluation with our exercise physiologist, as well as reduced monthly membership rates for senior citizens.

As always, our team is happy to review any documentation from members' insurance providers to explore potential options to qualify for reimbursement. We remain committed to assisting our members and helping evaluate each individual's insurance policy/benefits and the agreement that the insured has with their provider for any type of reimbursement/coverage.

**If you have any additional questions, please contact us via email at
WellnessCenterHelp@MemorialHealthcare.org or at (989) 720-7081.**