

# Fitness Center & Pool Re-opening FAQ

**Fitness Center Direct Line:** 715-684-1642

**Therapeutic Pool Direct Line:** 715-684-1646

## ***How will the FREE membership to the fitness center and pool work?***

Free memberships will be available from June 1, 2021 until June 1, 2022. The membership will be for anyone that lives or works in our service area (Baldwin, Woodville, Hammond, Roberts, Spring Valley, Glenwood City, Knapp, Wilson), that uses our clinic services, or was a previous member. We will consider requests outside the service area on a case-by-case basis.

The Western Wisconsin Health Fitness Center is unique as we are attached to the hospital. We frequently have cardiac and pulmonary rehab patients using the fitness center and pool. **In order to continue to keep those patients safe, we will need all members to be fully vaccinated from Covid-19 prior to utilizing the free membership.** If you need to schedule an appointment to receive your vaccine, please call 715-684-1111.

You will need to show us proof of residence and vaccination from COVID 19 prior to starting your membership.

New members will need to purchase an access card for \$10. Existing members will be able to use their current card (cards must be reactivated before use).

## ***Can I start working out prior to June 1?***

No. Our membership software system has changed, and you will need to stop in during staffed hours beginning June 1 (see staffed hours below) to activate your membership, show proof of residence and proof of vaccination from COVID 19. If you are a current member, please bring your access card with you when you sign up.

## ***Will you still be a 24/7 access facility?***

Yes, however, our staffed hours have changed slightly.

**Monday to Thursday:** 7am to 6pm

**Fridays:** 7:00am to 4pm

**Weekends:** No staff

\*\*The Fitness Center is monitored via camera at all times. Any member found letting in non-members or not following fitness center guidelines will lose their membership access.

## ***Do I need to check in when I use the Fitness Center?***

YES! You will need to purchase an access card for \$10 (existing members can use the card you already have). Each time you use the center you will need to scan your card at the front desk.

## ***What are the age requirements to join the Fitness Center?***

Anyone ages 16 and above will be eligible to use the fitness center if they are fully vaccinated against COVID-19.

## ***Will I be reimbursed if I already paid for a membership?***

We are offering three options for members who have paid in advance.

1. We will send you the amount you are owed on your membership via mail. Please allow 1-2 weeks for this to be processed. Please request a form from [scott.sekelsky@wwhealth.org](mailto:scott.sekelsky@wwhealth.org).
2. You can donate the remainder of your fees toward outdoor exercise equipment. The Fitness Center has been fundraising to build outdoor exercise equipment behind the fitness center near our trail system. With your help we can make this a reality!
3. You can put your money toward personal training services. Please note that you may have to wait a short time depending on current personal trainer availability.

### ***What if I just had COVID and haven't gotten the vaccine yet?***

We will need you to wait until you are fully vaccinated from Covid 19 for you to start using the fitness center.

### ***Will I still need to wear a mask while I work out?***

Yes. Masks must be worn at all times as advised by CDC guidelines over your nose and mouth, including when exercising. If you cannot safely exercise with a mask on, you will need to refrain from visiting the facility until our mask restrictions are lifted. We realize other facilities may not be requiring masks. However, we have high risk patients using the fitness center and we need to take all precautions to keep them safe.

### ***Will you still offer personal training services?***

Yes. Additional fees apply (fees vary) and we will offer personal training Monday to Thursday from 6:00 am to 6:00 pm (session is completed by 6:00 pm) and Fridays 6:00 am to 4:00 pm (session is completed by 4:00 pm). We will not have these services on the weekend.

### ***Will you still have group exercise classes for members?***

Yes! Our group exercise classes will remain free with membership. We will have a combination of in person and Les Mills virtual classes. When the weather permits, we will have outdoor classes. Participants will be able to workout without a mask during outdoor classes. This offering is for members only.

### ***Will you still have Insurance Reimbursement Programs?***

No. Due to the fact that the membership is free, a reimbursement is not necessary. If you need us to provide your place of employment with the number of visits you have completed, we can do that at your request. We will not be submitting anything to insurance companies.

### ***Will you still have drop off playroom services?***

No. We will not have drop off playroom services for the foreseeable future. We will re-evaluate this program in June 2022.

### ***Will you still offer day passes for guests?***

We will evaluate these requests on a case-by-case basis. Vaccination against COVID-19 will be a requirement.

### ***Who can be a pool member?***

Pool membership requirements are the same as the fitness center (see above). Members will need to provide proof of residence and proof of COVID-19 vaccination.

### ***When can I use the pool?***

Open swim and aquatic exercise classes will begin Wednesday, June 2. In order to ensure physical distancing in the pool, capacity will be limited, and reservations are required. Please see the therapeutic pool website for schedule. For pool reservations, please call the fitness center front desk at (715) 684-1642.

### ***Do I need to wear a mask in the pool?***

Masks are required on the pool deck and in the locker rooms. Once swimmers are in the water and 6 feet apart, masks may be removed and set on the pool deck.