

# Member Handbook



Sports. Fitness. Community

Note: This member handbook is intended to provide you with a general understanding of Chapter 126 Sports and Fitness. This handbook does not cover every aspect of membership. It is the responsibility of the primary member that this information be reviewed by all other members listed on their account.

As a member you're responsible for exercising within the parameters that your physician and Chapter 126/Oak Hill have authorized, and it is our expectation that you will seek advice from our staff if you experience a change in your medical condition.

Chapter 126 reserves the right to make changes in content or application as it deems appropriate, and these changes may be implemented even if they have not been communicated, reprinted or substituted in this handbook

Effective Date: January 2, 2018



Welcome!

It is with great enthusiasm that we welcome you to the Chapter 126 Community. Our members come to Chapter 126 for a variety of reasons; increasing strength and flexibility, staying healthy, starting a new sport, hobby or to gain independence and simply feel better. Chapter 126 offers fitness, sports, athletics, recreation, community programs and health promotion to all regardless of their abilities. Our specially trained staff is committed to assisting you in achieving your goals. This handbook and your orientation are designed to help you become familiar with our specialized services and provide you with a personal overview of our facility and the programs we offer. Our staff will create a personal, individualized plan designed to help meet your fitness needs and goals along with assessments to measure your improved level of fitness.

A copy of this membership handbook is available to all of our members. You can pick up an additional copy of this handbook at the front desk or visit [www.oakhillct.org/chapter-126](http://www.oakhillct.org/chapter-126) to review the handbook.

## **Hours of Operation**

Monday to Friday: 9:00am – 8:00pm

Saturday: 9:00am – 3:00pm

\*Open Gym hours vary throughout the week and month due to scheduled programs and gym rentals. Please call ahead or refer to the schedule to confirm the gymnasium is free.

## **Holidays and Abbreviated Days of Operation**

Chapter 126 does observe certain holidays throughout the year and may have abbreviated days of operation. Notice will be posted at the front desk, posted on our Facebook page and/or published in the monthly member newsletter. Chapter 126 does reserve the right to make schedule changes.

## **Contact Information**

Mailing & Physical Address: Chapter 126 Sports and Fitness  
47 Upson Street  
Bristol, CT 06010

Telephone Number: 860-769-7047

Website: <https://oakhillct.org/Chapter-126>

Feedback: Annual surveys are provided for feedback and evaluation. Suggestions or comments may be brought to the attention of staff members.

## **Membership**

Included with this handbook is a membership application/contract and waiver. Please retain this information for your records and future reference on the following:

Contact/Emergency Contact Information  
Member's rights and agreement  
Medical Conditions, Emergency treatment  
Payment Information  
Your consent for audio/visual release

Before participating at Chapter 126 it is suggested/may be required to provide a physician's release in order to participate in an independent exercise routine. Please do not hesitate to ask the staff for assistance on this process.

If you are out for an extended period of time for a health-related illness or procedure, you may freeze your account and charges are not accrued on your account.

You will be given a scan card and instruction on how to check in when you enter the facility. It is very important that you scan in each time you visit Chapter 126 so we know you are here in case of an emergency. Your picture will be made when you hand in your application.

## **Membership Billing Procedures**

### **Past Due Accounts/Fees**

Membership must remain current to avoid cancellation and loss of privileges to the facility. A statement will be sent at thirty (30) days for outstanding fees. After sixty (60) days, memberships will be temporarily suspended until all fees are paid in full. After ninety (90) days, memberships will be cancelled. To rejoin at a later date, all past due fees must be paid.

## **Membership Termination**

A member may have their membership revoked if the member has not adhered to the Code of Conduct of the facility and is a repeat offender. Membership may be terminated if there are continuous problems of insufficient funds. Both of these situations will be addressed on a case by case basis.

## **Refund Request**

If a member requests a refund, a payment request form will need to be filled out and sent to the Chapter 126 membership team for review/approval.

## **Check Bounce/Credit Card Decline**

Checks – If a check bounces the staff will contact the member and ask if they wish to try to re-deposit the check or to use another form of payment. A \$25 check bounce fee will be added to their account.

Credit Cards – If a credit card declines after two attempts, the member will be contacted for another form of payment.

## **HIPPA**

For Oak Hill's HIPPA privacy policies please refer to their online manual. <http://intra.ciboakhill.org/HIPPA/manual.htm>

## **Chapter 126 Financial Assistance**

Chapter 126 Sports and Fitness strives to remove barriers and make our facility accessible to all. It is in this spirit that we offer financial assistance by allowing a sliding scale rate assistance program based on gross annual income for those who qualify. Ask our member associates for more information on the process.

**\*\***In order to qualify, your annual household income must fall under \$65,000 and you must be willing to provide 2 documents verifying this.

**\***Individuals must account for all sources of the household income.

**\*Household** is defined for these purposes as any person(s) living within the same dwelling while contributing to income and/or sharing expenses.

## **Code of Conduct**

Chapter 126 is committed to providing our members, staff and visitors a safe and secure environment. To ensure that we are able to do so, certain expectations are required of all members and their guests who visit our facility. The following acts are considered a violation of this code of conduct and may lead to termination or suspension of membership. These include, but are not limited to the following:

- Disrespecting the rights of others through the use of profanity, name-calling, shouting, or other verbal responses that are aggressive in nature.
- Menacing behavior or intimidation of others through words, gestures or actions.
- Inappropriate attire, including revealing clothing, tattoos or attire with profanity or other obscene messages.
- Sexual harassment of any kind towards any individual.
- Possession of any item or items that may be used as a weapon
- Smoking or use of smokeless tobacco products.
- Use of the facility under the influence of alcohol or illegal drugs.
- Destruction of facility property.

## **Gymnasium Policy**

- The gymnasium is open during all hours of operation.
- Chapter 126 frequently sponsors or rents out the gym to various teams and organizations. Members are welcome to spectate but please be respectful of the hosts and participants during these events.
- Upcoming events and open gym schedule will be posted as frequently as possible but please call ahead to confirm open gym times and space for your convenience.
- Chapter 126 has a variety of sports equipment and sports wheelchairs available to members and guest upon request. Some equipment may have to be signed out.
- Gymnasium rules are posted on the doors to the gym.

- Please note no food, gum, or drink except water is allowed in the gymnasium.
- Children under 12 years old should not be left unsupervised in gymnasium.

### **Climbing Wall**

The 24' x 8' traverse climbing wall is available to all members who are able to safely use it. Adaptations and changes can be made to accommodate those interested. Use of the wall is only allowed with the supervision of a capable spotter and within the designated padded area. When using the wall climb down in a controlled manor, never jump off the climbing wall.

### **Fitness Center**

The Fitness Center offers a wide variety of cardiovascular and strength equipment that can be adapted to accommodate almost anyone interested in enhancing endurance, strength, and functional fitness. New members must complete the necessary waiver and have an orientation with a fitness staff member before exercising in this area. The fitness staff is available to assist in the set-up of exercises, update exercise programs or provide alternatives. We encourage all members to contact the staff regarding any change in medical condition or ability. If it is challenging for a member to work through their exercise program independently please refer to the Caregiver/Aides/Personal Attendants section or ask the staff about Chapter 126's personal training options. Under the guidance of the Fitness Center staff some individuals may be deemed inappropriate for traditional structured exercise routine; staff will provide alternative options for that individual.

Please be aware of the following polices for the fitness areas:

- Only members and authorized guests may use the fitness center.
- Children under the age of 14 are not allowed to use the equipment unless supervised.
- Closed toe shoes/sneakers are required.
- Return all equipment to its designated storage area, including plates and dumbbells. Ask for assistance if necessary.
- Please clean each machine after every use. Ask for assistance if necessary.

- Be mindful of other members waiting to use equipment.
- Perform all exercises in a safe, controlled manner.
- Personal items must be stored to keep a safe and hazard free environment.
- Report any injury or signs of illness to a staff member.

### **Personal Training/Alter G Treadmill**

Chapter 126 is pleased to offer Personal Training and AlterG options to those looking to rapidly improve their fitness and healthy lifestyle. A separate handout is available for packages and pricing options. With the ever increasing popularity of Personal Training and the AlterG adhering to certain protocols is necessary to help Chapter 126 staff and participants.

- Payment must be received before each session begins.
- Cancellation Policy: Participant must give staff a notice if they cannot make a training session. If no notice is given the session will be forfeited (pending extenuating circumstances).
- When scheduling an appointment please give Chapter 126 as much time and no less than a one day notice. This is to allow the Fitness Staff time to create an effective workout for the member and ensure the member gets the preferred time of day.
- Please arrive approximately 10-15 minutes early for your appointment. If you arrive late, missed time will not be able to be made up due to other scheduled appointments or staff commitments (pending extenuating circumstances).
- For the AlterG members will be required to partake in an initial trial session in order to determine if they have the ability to use the AlterG and to determine if it is an effective tool that will help them reach his/her goals. If it is deemed ineffective or unsafe other alternatives will be provided.

### **Group Exercise**

Group fitness at Chapter 126 is a great way to enjoy the benefits of exercise with the support and encouragement of others and the guidance of a professional instructor. As a member you are able to participate in all classes at no extra cost unless otherwise noted. If you wish to only attend group

exercises classes or bring a guest, single and bundle passes are available. A variety of classes are offered with some being taught by Chapter 126 Staff or outside Fitness Instructors. Please refer to the group exercise schedule for the latest updates. Some classes are ongoing while others are seasonal. The group exercise room may be used by members as another workout area when there are no classes being held.

### **Caregivers/Aides/Personal Attendants**

Chapter 126 employs professionals in the areas of exercise science, personal training, strength and conditioning, physical education and recreation.

Chapter 126 staff does not provide, nor are they qualified to provide, medical or rehabilitation services. In addition Chapter 126 staff does not perform personal care for members or participants. If members are unable to perform their own personal care independently they will be required to have a family member or caregiver/aide accompany them. Chapter 126 staff strongly encourages the use of caregivers/aides when necessary to get the most out of your membership and the facility. All caregivers/aides will be asked to actively assist members with his/her exercise program for the greatest chance of success. The Fitness Center staff is there to assist members work through their exercise program effectively, however if a member requires 1 on 1 attention from the staff and is not able to attend with a caregiver/aide, the member may be subject to personal training session costs.

### **Sickness/Account Freeze**

If you are sick, have a fever, feel nauseous, have diarrhea or a contagious virus, please do not come to the facility. If you are out for an extended period of time for a health-related illness or procedure, you may freeze your account and charges are not accrued on your account. Please see a member associate for assistance.

## **Miracle League of Connecticut**

Chapter 126 is thrilled to be collaborating with the folks at the Miracle League of Connecticut and our shared missions makes this a perfect partnership. The Miracle League of CT provides opportunities for Connecticut's children with physical and cognitive challenges to participate in recreational, educational and cultural activities in an accessible, nurturing and noncompetitive environment where families can come together to cultivate new friendships and experience the joy of play. Chapter 126 is excited to extend these unique programs and opportunities to our members and encourage them to participate. Any participants of Miracle League events that are held at Chapter 126 are expected to adhere all Chapter 126 policies and code of conduct.

Detailed information and registration for any programs offered by Miracle League of CT can be found on their website (<http://miracleleaguet.org>) or by contacting

Executive Director

Mike Michaud

Office - 860 769-7055

Miracleleaguet@comcast.net

## **Parking**

Chapter 126 provides free parking to members and anyone who visits our facility. We have a front and side parking lot with handicap spots as well as designated handicap van spots. There is a convenient turn around circle located in the side lot. Please do not park in the circle in order to keep it open for vehicles dropping off and picking up individuals.

Chapter 126 host different events throughout the year and occasionally our two lots will fill up quickly. If this is the case a portion of the "Chic Miller Dealership Lot" located next to Chapter 126 is available for parking during business hours, and on street parking is available at your own risk. Our staff suggests that you utilize the free municipal parking lot located directly across the road at the end of Upson Street.

Chapter 126 is not responsible for any towed vehicles.

## **Transportation Services**

Chapter 126 does not provide transportation but services are available through the Greater Hartford Transit District and their ADA Paratransit Service. If you would like to learn how to schedule a ride, call 860-247-5329 x3011 for details or visit their website for a complete ADA Paratransit Service Guide. When scheduling rides please be aware of facility hours and plan rides accordingly.

<http://www.hartfordtransit.org/adaservice.html>

## **Inclement Weather**

In case of inclement weather, members may obtain closing information by calling the main telephone number at (860)-769-7047. Staff will also post closings to ABC, NBC, and CBS TV stations and to Chapter 126's Facebook page. Chapter 126 does not follow Bristol School's procedure and every effort will be made to inform members with closing information as soon as possible.

## **Emergency Action Plan**

In case of an emergency, staff will announce any necessary protocol and assist you to safety. The staff at Chapter 126 is trained in CPR/AED and basic first aid for the workplace. Our staff will initiate calls to 911 as necessary. It is important that your emergency contact information be kept updated.

## **Accidents**

All accidents or injuries that occur should be reported immediately to the nearest staff person on duty. First Aid kits are located at the Front Desk and Front Office. Please ask staff members for assistance. An incident report will be completed regardless of the severity of the accident and appropriate action will be taken as deemed necessary.

## **Guests**

Active members are allowed to bring guests to the facility. Please follow the following guest pass rules.

- Each guest must fill out a wavier before using facility.
- A fee is due at the time of each visit for the guest.
- Guests must remain with the member at all times
- Members are responsible for their guest following the rules of the facility.

## **Dress Code**

Appropriate attire is required; shoes and shirt are required at all times. Overly revealing clothing or clothing that might be offensive to others is prohibited. Closed-toe shoes are required at all times in the Fitness Center and gymnasium.

## **Lost and Found**

Chapter 126 has a lost and found located in the Front Office. Please ask staff for assistance if looking for lost items. After 30 days all appropriate items will be donated.

## **Locker Rooms**

Locker rooms are located at the end of the hall past the Fitness Center. A Family Locker room is located adjacent to the men's and women's locker rooms. Unattended children are not allowed in the locker rooms.

Lockers are available during the hours of operation only and items should not be left overnight. Chapter 126 does provide keys for lockers with locks but it is encouraged members bring their own locks. Lockers with a handicap sticker are modified, if possible please leave these lockers available for members who are full time chair users.

## TAKE ADVANTAGE OF OTHER OAK HILL INITIATIVES



At The NEAT Center at Oak Hill, you can learn about the latest technologies, products, equipment and services that assist people with day-to-day activities that they have trouble doing themselves, either because of a disability or the effects of aging. The team of assistive technology specialists offers classes, training, consultations, and evaluations regardless of your condition. The NEAT center also house the Equipment Restoration Center where you can donate or buy durable medical equipment for a discounted price!

[www.oakhillct.org/NEAT-Center](http://www.oakhillct.org/NEAT-Center)



Easterseals is a national organization that provides a variety of services to children and adults with special needs and disabilities. In 1950, Easterseals took over the operation of a summer camp in Trumbull, which became Camp Hemlocks a fully accessible, barrier-free summer camp for children and adults with disabilities and other special needs. The camp relocated to Hebron, CT. in 1974 and has celebrated over 35 years of operation at its current site with expanded programs and services.

In August 2014, Oak Hill became the sole controlling member of Easterseals Coastal Fairfield County and Camp Hemlocks. The camp underwent a significant renovation in the Spring of 2015 and was reopened to campers for the Summer season. The facility will now be called The Hemlocks Center and will be used year round for programs and as a conference center and special event venue. To learn more about Easterseals Fairfield County, visit: [www.easterseals.com/cfc](http://www.easterseals.com/cfc)



**Mission:** To provide critical assistance to Veterans, National Guard Reservists, and Gold and Blue Star families and their caregivers, to help ensure their dignity, health and well-being.

### **Why We Do What We Do**

We are an affiliate program of Oak Hill, Connecticut's largest private provider of services to people with disabilities. In operating as a program under the Oak Hill umbrella we coordinate closely with our other Oak Hill programs. As such, we have a depth of knowledge and physical resources unsurpassed by any other provider in the state. As a result of our formal agreement with, and being modeled after, other successful Veterans Count affiliates and service providers across New England, we are uniquely positioned to meet the ever growing needs of the military community. Additionally, we have leveraged the "best practices" of other Veteran organizations across the country and incorporated our own knowledge base to create what is quickly becoming known as "the destination" for Veterans, military connected individuals and organizations in Connecticut. Unlike other organizations, Veterans Count Connecticut is 100% community based. As an additional resource, the depth of our staff includes multiple Vietnam Era Vets, Blue Star families, VA Connecticut staff volunteers, Veteran board members and others deeply immersed in the military community. Veterans Count Connecticut is uniquely positioned to provide and expand upon our existing depth of resources for the Veteran and military constituency not only across Connecticut, but potentially beyond the state borders through our ever growing cadre of partners.

### **Let Us Know Your Thoughts and/or Needs**

We have multiple new and exciting initiatives underway! If you would like to see a Veterans Count Connecticut program in your area please contact us directly to let us know. Be sure to check back often and/or join our mailing list.