

CLIENT POLICIES

Please read, date and sign this document. The following policies and procedures have been established to enable the Center to provide proper care of all program participants and to ensure a safe and efficient operational environment.

REQUIREMENTS FOR ENROLLMENT:

1. All clients must have their personal physician complete the Center's **MEDICAL RELEASE** form and return it to the Center prior to the start of their exercise program. Follow up medical releases must be completed by your doctor each subsequent fall semester (registration will not be accepted without updated and completed paperwork). If at any time during the semester there are changes in your health status that require medical attention, an additional Medical Release form must be completed by your doctor before returning to the program.
2. All clients must read and sign the **LIABILITY RELEASE** form, **CLIENT CODE OF CONDUCT** form, **VISUAL/AUDIO IMAGE RELEASE** form (Optional), **CLIENT POLICIES** form, **PARKING PERMIT AGREEMENT** form provided by the Center of Achievement. Forms may be mailed or dropped off at the Center.
3. Clients must complete the Center's **HEALTH INFORMATION** form and are responsible for keeping all information updated.
4. An evaluation by Center staff/faculty is required prior to starting your exercise program. An evaluation is not required when enrolling in a group class (e.g. arthritis or Pilate's class).
5. Payment for the appropriate class and evaluation fee.

MAKE UPS:

1. Clients who are assigned a student assistant will not be allowed to make up absences.
2. Clients who are independent or who are not assigned a student assistant may be allowed make-ups with the approval of the instructor and can only occur in labs that are not impacted (make-ups are not guaranteed).
3. Make-ups must be completed within the semester you are enrolled.
4. No make-ups for holidays or unforeseen circumstance that may cause the pools and/or the facility to close due to safety or hazardous situations. The Center staff will make attempts to notify clients in a timely manner.

FACILITES POLICIES:

1. Always enter through the front door of the Brown Center and check in with the front desk receptionist.
2. Animals not allowed in the Center (exception - service dogs).
3. Food and drinks are not permitted beyond lobby area. No glass containers are allowed on deck. Plastic water bottles are allowed. Gum chewing is not permitted in pool or facility.
4. There are several lockers in the men's locker room, women's locker room and hallway to store your belongings. The lockers are for day use only. Please do not leave food in lockers. The Center is not responsible for lost items.
5. No cell phones except in the Brown Center lobby only.
6. Opened toed shoes are not allowed while working out in the gym.
7. We recommend that appropriate gym and pool attire be discreet.
8. Swimsuit diapers and tight fitting rubber or plastic pants are recommended. Please change diapers in restroom and not at poolside.
9. Children must be supervised by an adult at all times. Parent, guardian or caregiver of minors are required to remain in lobby during class time.
10. Report all safety hazards to a student assistant or lab supervisor.
11. Please refrain from having long conversations with the lifeguard so they do not get distracted from watching the water in the event of an emergency.
12. Any emergency or medical assistance needed notify lifeguards immediately. Lifeguards will blow a whistle (one long blast) to signal pool emergencies. In the event of an emergency the lifeguard has the authority to determine what the safety protocol will be. Follow the lifeguard's instructions. If you need any emergency or medical assistance on land notify the lab supervisor.
13. Clients enrolled in a independent aquatic group class may be assessed for water safety if an incident occurs. If a safety incident occurs, there will be a consultation with staff to explore the clients continuation in the group program or a possible alternative.
14. In emergency situations follow the direction of staff. Emergency evacuation procedure signs are posted throughout the facility.

(Turn to next page / signature required)

15. Limit spa use to a maximum of 10 minutes for your own health and safety. Clients who are assigned a student may not enter the spa without their student assistant.
16. Let any open wound heal completely before entering the pools. When in doubt, check with the lab supervisor. Clients with wounds/infections or rash that appears infected shall not be allowed in the pool. Exposure to considerable areas of subepidermal tissue, open blisters, cuts that could become infected should be healed completely before entering the pools.
17. Bowel incontinence can be a strong precaution or contraindication for water therapy.
18. Clients will stay out of the pool when they are ill to avoid risk of fecal, vomit and blood contamination to the pool. Do not use the pool if you are suffering from an illness that causes diarrhea or have had diarrhea in the past two (2) weeks. This may include but not limited to intestinal flu or fever.
19. No client should enter the pool if they used a laxative/enema within the previous 24-48 hours prior to their session with no outcome of bowel movement.
20. Clients with an incident that **results in a pool closure** will have a consultation with the Administration staff to explore their continuation in the program or a possible alternative.
21. Shower off before entering pools (oils and lotions cause damage to the filters and leaves debris).
22. We are a fragrance free facility. Please be aware that some people may be sensitive to artificially scented products which can cause respiratory concerns.
23. Make sure you use the restroom before your therapeutic session begins.
24. Dry off completely before entering hallways and private dressing rooms.
25. Return water wheelchairs to the main therapy pool deck.
26. Each lab last 50 minutes. Clients who linger and continue to exercise in a non-scheduled hour will be asked to leave.
27. Unless enrolled in the program **relatives, friends and attendants must not use the exercise equipment**.
28. Due to space limitation, relatives, friends and attendants of clients who are not providing direct assistance **need to remain in the Brown Center lobby**.
29. Students and staff are not permitted to assist clients with personal needs, therefore caregivers need to be present at the Center.

PRIVATE DRESSING ROOM POLICIES:

1. Clients are required to have caregivers or family members remain in dressing room at all times.
2. **Do not save rooms**. All private dressing rooms are first come first serve. Family members/caregivers should not enter dressing room without the person they are caring for. Remember that others are waiting to change. To accommodate all, limit your time in the dressing rooms. Please keep dressing rooms clean after use.
3. **Always knock before entering**. People frequently neglect to change the sign from “vacant” to “in use”. Knocking will confirm that someone is in the room or that the dressing room is vacant.
4. **Do not leave anything in the dressing room**. If belongings are left in the room, they will be removed and brought to the front desk. The Center is not responsible for lost items. Do not leave water wheelchairs in room.
5. Due to high volume usage, private dressing rooms are primarily for clients in the aquatic program.

REFUND/CREDIT POLICIES:

1. Parking fees are not refundable.
2. The parking permit is provided on a loan basis only for use of conducting business at the Center of Achievement/Brown Center. Client is required to return permit upon disenrollment or at the end of the semester.
3. **All refund/credit requests must be made within the semester enrolled**.
4. Clients unable to attend the semester must **notify** the Center **prior to the first day of class**. Upon notification, client will receive a full refund/credit less a \$25.00 service fee. **Client will be eligible for a refund/credit based on the following conditions:**
 - Due to low enrollment the class was cancelled. Client will receive a full refund/credit.
 - Client needing to drop from the program due to **EXTREME MEDICAL CONDITIONS** will be eligible to receive a **50% credit/refund on the remaining sessions**. Date will be based on the **day notification was received**.
 - Credit will expire one year from issue date.

RETURN CHECK POLICY:

- Client will be responsible for return check fees and unpaid balances.

I have read, understand and agree to abide by the above document “CLIENT POLICIES”.

CLIENT’S / GUARDIAN’S SIGNATURE

PRINT NAME

DATE