



## HANDBOOK

**Welcome to the Reh-Fit Centre, Canada's first certified medical fitness facility. We offer a complete health and wellness experience and the highest level of support to help you reach your health and wellness goals.**

On June 13, 2012 the Reh-Fit Centre announced it had been recognized as Canada's first certified medical fitness facility. The Medical Fitness Association (MFA) seal of approval assures consumers that a facility has met the highest standards of quality and service and will offer them a safe and effective health and wellness experience.

This is your opportunity to enjoy a world-class facility and participate in healthy, active living. Whether your goals are to increase energy, lose weight, or manage the effects of illness or injury, the Reh-Fit is dedicated to helping you achieve your personal best.

Here you will find the support you need to commit to your goals, create a program that works for you, and stay motivated. This handbook is a guide to help orient you to the Centre so you can make the most of your time here.

Our beautiful Centre is designed with you in mind. Welcoming and comfortable, the Reh-Fit offers professional staff with specialized university educations, who can help you exercise safely and effectively. As you continue your journey at the Centre, our vast array of the latest exercise machines and exciting programs will keep your workout routine interesting and challenging.

You can also get the most out of your visits to the Reh-Fit Centre by enjoying our many services such as massage therapy/HydroMassage, personal training, physiotherapy, foot care, and nutrition counselling.

We hope you will take the time to familiarize yourself with the policies of the Centre. If you have any questions about appropriate Centre etiquette, please ask our staff. They are here to help you meet your goals, fully benefit from your workouts, and feel great. Welcome to the Centre!

**For more information, please visit our website, [reh-fit.com](http://reh-fit.com).**



## GENERAL INFORMATION

### Phone Number

Reception Desk	204-488-8023
Reh-Fit Foundation	204-488-9325

### Hours of Operation

September to May	
Monday to Friday	6 am - 10 pm
Saturday	7 am - 7 pm
Sunday	7 am - 5 pm

### June to August

Monday to Thursday	6 am - 10 pm
Friday	6 am - 9 pm
Saturday and Sunday	7 am - 5 pm

### Heart Rock Café Hours

Fall/Winter Hours	
Monday to Friday	7 am - 9 pm
Saturday and Sunday	9 am - 4 pm

### Spring/Summer Hours

Monday to Friday	7 am - 8 pm
Saturday and Sunday	7 am - 2 pm

\*Building hours and Café hours are subject to change.

### Holiday Hours and Closures

The Centre is closed Canada Day, Civic Holiday, Christmas Day, New Year's Day, Good Friday, and Easter Sunday. We are also closed for approximately five days annually for deep cleaning and maintenance to maintain our high standards. On all other days we will be open for regular building hours or special holiday hours. All holiday hours and closures are reported on our website.

### Parking

Parking is available on the east and west sides of the building. Our handicap parking stalls are located in front and on the east and west side of the building. Please refrain from using these spots if not necessary so they are available to those who need them.

The Reh-Fit Centre is not responsible for lost or stolen belongings left in vehicles or theft or vandalism of your vehicle.

### Facility Access Cards

Upon arriving at the Centre, please scan your

Facility Access Card through the bar code reader at the Reception Desk to allow access to the facility. Swiping your card provides the Centre with crucial usage patterns to allow for adequate staffing, equipment purchases, and cleaning schedules. Swiping your card will also earn you Reh-Wards points.

Facility Access Cards are not transferable. Please contact the Membership Services Associates immediately if your card is damaged, lost, or stolen. There is a fee for replacement cards.

Your Facility Access Card is also your key to either our full-length or half-length lockers. All users including chronic disease program participants must bring a toonie and use the guest lockers. The toonie is returned after use.

## MEDICAL FITNESS MODEL

In 2012, the Reh-Fit was recognized by the Medical Fitness Association as Canada's first certified medical fitness facility. Certification represents a voluntary, public demonstration that we meet the highest global standards for programs, staff, safety, and community service.

As a certified medical fitness facility, we offer a range of features that distinguish us from our counterparts in the commercial fitness industry.

### Medical Oversight

We have a medical advisor, a doctor, who is responsible for making sure we have the latest guidelines for staff to follow in medical emergencies. The Medical Advisory Committee, consisting of 14 physicians from a range of specialties, points out gaps in community health and fitness programs we could fill.

### Professional Staff

We employ more than 55 highly qualified and credentialed staff who hold specialized degrees, certifications, and licensing. They include physicians, nurses, physiotherapists, athletic therapists, massage therapists, dietitians, and kinesiologists, and they are dedicated to supporting,

guiding, and inspiring Centre members and users.

### **Ability to Respond to All Emergencies**

We have emergency response procedures to ensure a timely response to any emergency that threatens the health and safety of members and users.

### **Disease Management and Prevention**

We offer more than 300 programs and services to manage and prevent chronic disease and identify, manage, and reduce health risks.

### **Specialized Health Programs**

We offer specialized health-risk reduction and therapeutic lifestyle programs that help people manage chronic health issues such as, heart disease, cancer, arthritis, stroke, diabetes, managing pain, and managing weight.

### **Individualized Health Screening**

Everyone who exercises at the Centre is subject to an initial health screening to ensure that, regardless of whether they have risk factors or not, they can exercise safely.

### **Coaching Session**

Membership at the Reh-Fit begins with a coaching session to help you become familiar with the Centre and give you the opportunity to speak with a Fitness Professional about your health and wellness goals.

### **Health and Fitness Assessment**

Every year, members complete a health and fitness assessment delivered by our trained and certified staff. The assessment yields baseline measurements that show each person where they're starting from on their journey to achieving their optimum health and well-being.

### **Assessment and Outcome Tracking**

We conduct pre- and post-program assessments and take part in research to gauge the effectiveness of our health and fitness programs in building community health and identify areas for improvement.

### **Quality Management**

We are committed to improving all aspects of our operation and draw on the results of client surveys to better build the health of the community.

### **A Focus On Improving Community Health**

We are committed to creating a healthier, more active community, through our Cardiac Rehabilitation program, other health-risk reduction, and therapeutic-lifestyle programs, community events and educational sessions, and partnerships that we form with hospitals and health organizations to offer the community healthy living services we could not offer as efficiently or cost effectively on our own.

## **MEMBER/USER INFORMATION**

Membership at the Reh-Fit Centre is open to the community at large. Memberships are for a 12-month period from the enrollment date. Dues are not refundable or transferable. GST applies to all membership fees, user fees, services, and programs.

Our enrollment fee is a non-refundable fee, payable upon registration by all new members and all former members whose membership has lapsed.

### **Payment Options**

Membership fees may be paid annually or monthly. Fees paid monthly are subject to an administration fee. Fees for trials and summer passes must be paid in full at the time of purchase. Options for paying your fees and/or membership dues include VISA, MasterCard, debit, cash, cheque, electronic funds transfer, or gift cards.

### **Service Charge**

NSF cheques and declined credit cards are subject to an administration fee.

### **Membership Freeze**

Members may "freeze" their membership in 30-day increments for a total of 90 days during a calendar year for a non-refundable nominal fee per month. This feature is designed for members who are unable to come to the Centre for an extended period due to holidays, family illness, and travel for work. The member's/user's expiry date, as well as towel service and HydroMassage, if applicable, will be adjusted based on the number of months you freeze your membership.

## Medical Extension

Members/users may put their membership on hold for significant medical reasons at no charge for a minimum of four weeks and up to a maximum of 16 weeks. Written notification from your physician, with a completed medical extension form, must be submitted to the Reception Desk when you are ready to return to the Centre. Members/users must also complete the Health and Lifestyle Questionnaire after being on a medical extension.

## The Reh-Fit Advantage

- Orientation and guidance to get you started
- Individualized coaching session
- Health and fitness assessment to show you how you are doing
- A direct connection between Reh-Fit and your health care provider
- A variety of group fitness classes per week to choose from
- Virtual fitness classes to fit your schedule
- A wide array of equipment for all levels of fitness
- Priority registration and member-rate for fee-based programs and services
- Access to member/user exclusive programs – some popular programs are restricted to members/users
- Recreational activities such as badminton, pickleball, and shuffleboard
- Rehabilitation services with our registered physiotherapists and athletic therapist
- Nutrition counselling
- Exclusive access to our personal trainers at a competitive price
- HydroMassage at a great rate
- Opportunity to bring guests at a reduced rate
- Opportunities to meet people
- Emergency response if the need arises
- Loyalty Reh-Wards program

## Renewals

All Reh-Fit members will receive notification prior to their annual renewal date. Memberships will be automatically renewed on the first of each month. All Reh-Fit members will be required to complete a Health and Lifestyle Questionnaire when renewing their membership so we have current health information. Members who do not wish to renew will have to contact the Centre before their renewal

date to cancel their membership.

## Change in Personal Information

Please update your account online or contact our Membership Services Associates if you have a new address, phone number, email address, Manitoba Health number, have changed your name, and/or would like to change your method of payment or have new banking or credit card information.

## Reciprocity

The Reh-Fit Centre is a member of the International Health, Racquet and Sportsclub Association

(IHRSA) and the Medical Fitness Association (MFA). If you travel outside of Winnipeg, most other IHRSA and MFA Centres in North America will recognize your Reh-Fit membership for a period of time.

## Guests

Guests 12 years of age and older are welcome at the Reh-Fit Centre. Guests under the age of 15 need to be accompanied by an adult. Use of the facility is subject to the completion of the Health and Lifestyle Questionnaire. Guests that come with a member receive a reduced guest fee. Our current fees are available in our latest Program Guide or on our website. A guest may come to the Centre a maximum of three times in one calendar year. All guests are required to show photo identification. Lockers are available for a refundable toonie.

Out of town guests are able to purchase a pass for a day or a month provided they show photo ID that proves they reside outside a 100-km radius of the City of Winnipeg.

## Membership Categories

- Individual: An individual 18 years of age or older.
- Household Add-On: Children of individual members 12 - 18 years of age or full-time students 25 years of age and younger (subject to proof of student status), residing at the same address as the individual member/user. Children under the age of 15 need to be accompanied by an adult. Enrollment fee does not apply.

- Student: An individual 15 – 25 years of age, who is a full-time student (a copy of student history is required from student records). Enrollment fee does not apply.
- Senior Select: Individuals 65 years of age or older. Use of the facility is restricted to non-peak usage hours, which can be found on our website.

## ETIQUETTE: BEST PRACTICES

To ensure that we provide our clients with the best possible health and fitness environment, we ask that you be courteous when using the equipment and facilities.

### Fitness Area

- Gym bags, outdoor jackets, and change of clothing are not permitted.
- Food or beverages other than water are not allowed. Use only plastic/steel water bottles with plastic caps.
- Please refrain from stretching on the hand rails outside the elevator along the track. Please be courteous of other members/users using the various fitness areas, as there may be several different activities taking place at one time.

### Track

- The outside two lanes are designated as running lanes, the inside lanes for walkers, and the middle lanes as transitional lanes for fast walkers/slower joggers and for passing.
- Please be mindful of other users.
- If you are changing lanes, please check first to see if anyone is coming up behind you, so that you do not cut that person off.
- To avoid collisions, call “pass” when passing someone on the track.
- Those walking/jogging in groups should not exceed two lanes.
- Check track direction arrows before stepping onto the track. The direction is changed on a regular basis.
- If you are crossing the track, please look both ways and ensure it is safe to do so.
- The track is designed for walking and jogging. Racing is not permitted unless it is part of a specialty program.
- Please do not stand on the track.

- Dumbbells or weight plates are not permitted on the track.

### Courts/Hardwood Floor

- Only non-marking court/gym shoes are to be worn.
- Please do not drop weights on the hardwood floor.
- Please note that the court availability is subject to change.
- Equipment may be set up no earlier than 15 minutes prior to a class starting provided there is not another class taking place.

### Group Fitness Studios

- Only non-marking court/gym shoes are to be worn.
- Food or beverages other than water are not allowed. Use only plastic/steel water bottles with plastic caps.
- When finished your workout, use the pre-moistened wipes provided to clean the mats, dumbbells, and other equipment.
- Gym bags and outdoor jackets are not permitted.
- Equipment may be set up no earlier than 15 minutes prior to a class starting provided there is not another class taking place.

### Functional Training Zone

- When you are finished using equipment in the zone, please put it back where you found it.
- When you’ve finished using the attachments for the Queenax, please use the pre-moistened wipes provided.
- If you are unsure how to use a piece of equipment in the Zone, please ask staff for guidance.

### Exercise Equipment: All Areas

- Equipment is available on a first-come, first-serve basis.
- Read instructions for equipment before use; ask staff for guidance if unfamiliar with its operation.
- When using weight resistance equipment, raise and lower plates carefully.
- When you’ve finished your workout, use the pre-moistened wipes provided. Please wipe

off all equipment including controls, seats, dumbbells, tubes, mats, and railings. Only one wipe is needed to disinfect one piece of equipment.

- Please only use the wipes for disinfecting equipment and do not take them with you when you leave the fitness area.
- Please be courteous. Let others use the equipment while you rest between sets.
- Please return equipment to its designated spot.
- Keep all body parts free of moving parts on the exercise equipment.
- Use the handrails for support and to maintain balance if required.
- Wait until equipment has come to a complete stop before dismounting.
- Stop exercising if you feel faint or dizzy, or if you have any pain. Consult with a staff member immediately.
- Report any malfunctions, damage, or repairs to the staff.
- No contact is permitted (even with pads) between boxers except in a class situation.
- Boxing gloves are available for use but you need to provide your own wraps. The wraps are sold at the Reception Desk.

### **Weight Training Equipment**

- Do not use chalk.
- Do not drop weights.
- Use spotters when necessary.
- Use collars provided when working with plate-loaded equipment.
- When finished, replace dumbbells and plates on appropriate racks.
- Do not sit, lean, or stand on bars.
- Do not place weight plates, dumbbells, or bars on covered benches/seats.
- For your safety, please do not attach tubing to the weight training equipment.

### **Cardiovascular Equipment**

- If you are unfamiliar with the use of the cardiovascular equipment, please ask staff for assistance.
- For safety reasons, do not leave any machines running when not being used.
- As other people may be waiting, please limit your workout on the cardiovascular equipment to 30 minutes.

### **Steam Room and Sauna**

- Out of respect for others, please avoid using the steam room or sauna if you have an illness.
- Please shower before entering.
- Allow yourself at least 10 minutes after exercising to cool down before entering.
- Maximum length of time per use should not exceed 10 minutes.
- Due to high temperature and humidity, individuals with certain medical conditions (high blood pressure, heart disease, or respiratory problems) are advised not to use the sauna or steam room unless authorized by a physician. People with cardiovascular disease should check with a nurse before use.
- During pregnancy, women are advised not to use the steam room or sauna.
- No food or drink allowed.
- Do not use the steam room or sauna immediately after eating. Your blood will divert to the stomach, which is necessary for digestion.
- For hygienic reasons, please sit on a towel or wear a bathing suit.
- Shaving is not permitted in the steam room or sauna.
- Exercising is not permitted in the steam room or sauna.
- Children under the age of 15 are not permitted in the steam room or sauna.
- Drink plenty of water before and after using the steam room or sauna.
- Please refrain from pouring water on the sauna or steam room valve to attempt an increase in the room temperature.

## **ACCESSIBILITY**

Accessibility is important to us at the Reh-Fit Centre, and our state-of-the-art facility is open to everyone, providing accessible exercise equipment and accessible memberships and programs.

### **Facility**

Accessibility features include parking for people with disabilities, power door openers at the front entrance, a porte cochère that offers a canopy for conveniently

dropping off persons at the front entrance, a visual and auditory emergency system, accessible washroom stalls and counters, wheelchair accessible water fountains and shower stalls, private washrooms with intercoms, and elevators.

### **Exercise Equipment**

We have a range of equipment well-suited to those with physical limitations, including a full line of resistance equipment and cardiovascular machines that accommodate those in wheelchairs and with limited mobility. Closed captioning is available on many of the televisions mounted on our cardiovascular equipment.

### **Buddy System**

We offer a unique buddy system which allows members and users to bring in a support person if they require assistance while at the Centre. The support person is admitted free of charge as long as they remain with the client they are assisting.

### **Financial Assistance**

The Reh-Fit Centre strives to make membership and chronic disease management programs accessible to all. Financial assistance will be provided based upon individual need and the availability of funds. A confidential interview may be arranged once the financial assistance forms are completed. To receive forms, call the Reception Desk at 204-488-8023 or visit our website at reh-fit.com.

### **Reasonable Accommodation**

The Reh-Fit Centre is committed to providing an environment for its members/users which is inclusive and non-discriminatory. The Centre also provides reasonable accommodation for those who have certain needs based on protected characteristics set out in applicable legislation, including the Manitoba Human Rights Code (the Code), provided that such accommodation does not impose an undue hardship on the Reh-Fit Centre.

## **AT THE CENTRE**

### **Tours**

Reh-Fit staff and Membership Services Associates are available to provide tours for guests and prospective members. Please see the staff at the

Reception Desk, or book online, if you would like to bring a family member or friend by for a tour.

### **Gift Cards**

Give the gift of health and wellness and purchase a gift card for a friend or family member. Reh-Fit gift cards may be used toward memberships or any of our programs or services with the exception of the Heart Rock Café. You may purchase gift cards at the Reception Desk.

### **Customer Comments**

The Reh-Fit Centre values feedback from our clients. Clients are encouraged to provide feedback in a number of ways. You can:

- speak to the staff if you have a comment, question, or concern,
- submit a comment in writing via the Customer Comment Cards,
- send us an email, and/or
- complete surveys and participate in focus groups and program and service evaluations.

Clients are encouraged to leave their name and phone number so that we may respond to you personally. A manager will follow up with you within 48 hours.

### **Communications**

We want to keep you informed about what is happening at the Reh-Fit Centre throughout the year.

- Information monitors located in the lobby and Café provide information on day-to-day activities and upcoming events.
- Information monitors on the mezzanine provide information about changes to the group fitness schedule, upcoming programs and registration dates, and various events at the Centre.
- A monthly events calendar is available at the Reception Desk, on the fireplace in the Fireside Lounge, and in the Mind/Body waiting area.
- Fit Notes, our member newsletter, is sent out via email every month and is available for pick-up at the Reception Desk.
- The Reh-Fit Centre uses social

media such as Facebook, Twitter, and Instagram to advertise programs and events at the Centre.

- Our website is updated regularly to ensure content is current.
- Program Guides are published three times a year, and there are many brochures available by the Reception Desk.
- All members/users are encouraged to attend our Annual General Meeting held in June.
- Announcements are made in group fitness classes.
- Outdoor signs contain information about what's happening at the Centre.
- Emails are sent out to all members as new things occur at the Centre.
- External advertising by members or guests is prohibited in all areas of the building.

### **Group Fitness**

Each week we offer many group fitness classes. Level One classes are dedicated to new exercisers and those who prefer a slower paced class with basic exercises. Level Two classes are designed for participants who are ready to take their fitness to the next level. Enjoy the benefits of individual attention combined with the motivation that comes from being part of a team. These classes are great if you cannot commit to a schedule.

### **Virtual Fitness**

You can choose from a variety of pre-programmed exercise classes through the virtual fitness system set up in Group Fitness Studio A. Make sure to check the group fitness schedule to make sure there is no scheduled class for the time slot you want to exercise in before beginning your virtual fitness class.

### **Reh-Wards**

With your membership to the Reh-Fit, you can earn and redeem Reh-Ward points.

It's easy to join:

- Following your next visit to the Centre, watch for an email from our trusted partner organization, Perkvill, inviting you to join the program. Or click on the Reh-Wards button on the homepage of our website.
- Click 'Join' and follow the directions.
- Make sure to use the same email address that we

have on record for you.

- Follow the directions to validate your account.
- You'll earn points simply for registering.

You can log into your account at any time to see your points balance. Once you earn enough points, redeem them for the item of your choosing.

For more information about Reh-Wards, please ask our Membership Services Associates.

## **FACILITY USAGE**

### **Attire**

All members are expected to wear proper exercise attire. Shirts, shorts/sweat outfits, and shoes are to be worn in all areas of the Centre except for the locker rooms and during specific programs. We reserve the right to determine what defines generally accepted, appropriate attire. If you are not sure, please ask one of our staff. For your safety, do not wear loose or dangling clothing while using the exercise equipment. Fitness areas are kept at a cooler temperature so layering of clothes is advised.

For your safety, proper footwear is required in all physical activity areas. All shoes worn in the fitness area must be non-marking and for inside purposes only. Shoes worn outdoors are not permitted. Open-toed shoes or sandals are not permitted in any of the physical activity areas. Bike shoes are not permitted inside the Centre. For classes that require bare feet i.e. yoga, please wear shoes or slippers from the locker room to the location.

### **Lockers**

Full- and half-length lockers are available for daily use at no charge. Your facility access card will act as your key to the lockers. If you do not have a card, there are lockers available for a toonie, which will be returned to you after you are finished using the locker.

If you are just coming to the Centre for an appointment, there are express lockers available in the assessment waiting area next to the front lobby.

It is important to secure your belongings in a locker at all times. The Reh-Fit Centre is not



responsible for lost or stolen belongings. Please do not leave valuables unattended.

Remember to take all of your belongings with you when you leave the building each day. Our lockers are for day use only. A charge applies for lost locker keys.

### **Minimum Age**

The Reh-Fit Centre is open to individuals 12 years of age or older.

### **Loss of Membership/Facility Usage for Programs and Services**

The Reh-Fit Centre reserves the right to cancel memberships and facility user passes and/or terminate program participation without refund for any reason including, but not limited to, the following:

- Intentional misuse of the Reh-Fit Centre's equipment or property
- Damage or destruction of the Reh-Fit Centre's equipment or property
- Theft
- Failure to follow proper safety practices and precautions
- Fighting
- Harassment of other participants, members, or staff
- Physical or verbal abuse
- Use of profanity
- Failure to pay fees
- Failure to follow policies set by the Reh-Fit Centre.

### **Keeping Our Home Away From Home Beautiful**

We are proud of our state-of-the-art facility, and we all want to keep our space clean and beautiful. There are several ways clients can help achieve this, such as rinsing out sinks, wiping down counters, and placing used towels in bins located at the exits of the locker rooms.

Please help us keep the grounds around the Centre clean by not disposing of garbage, such as chewing gum, on the property.

There is no smoking on the Reh-Fit property. This includes electronic and other forms of cigarettes.

### **Change in Fees, Programs, Schedules and Hours of Operation**

Fees, programs, schedules, and hours of operation are subject to change without prior notice. Any changes will be posted on our website and Facebook page.

Thirty days' notice will be given in the event of a change in membership or facility user fees.

Please refer to our website or current Program Guide for the latest program offerings.

### **Medical Conditions and Facility Usage**

For the safety of our members and staff, we require that you advise us if you are suffering from a contagious medical condition during your use of our facility and services. Your privacy will be respected in accordance with our Privacy Policy.

While we endeavour to accommodate the medical conditions of all of our members, in certain circumstances you may be prevented from accessing or using all or parts of our facilities and services while your medical condition is contagious if it cannot otherwise be accommodated. If you require a temporary absence from the Centre, you may be eligible for a Medical Extension (at no charge). Please refer to our Medical Extension policy on page four.

## **SAFETY**

Safety is a priority underlying all programs and services at the Reh-Fit Centre. All Reh-Fit members, users, and guests are required to complete a Health and Lifestyle Questionnaire prior to participating in any type of physical activity at the Centre. Members complete it annually at renewal. For your safety, any changes to your health status should be reported to the staff immediately. The staff will make appropriate recommendations for you to continue your exercise program at the Centre. Please do not hesitate to review with our staff any concerns you may have about your health, the programs, or the use of the equipment. Ask for help at any time.

## **Emergency Buttons**

Emergency buttons are located throughout the Centre for members/users to use when there is an emergency. Instructions are located by each button. Please familiarize yourself with their locations and instructions for use. The locations of the eight buttons are as follows: entrance to the men's and women's locker rooms, members' lounge, track desk in the fitness area, east and west walls of the fitness area, outside wall of Group Fitness Studio A, and inside Seminar Room D on the mezzanine. Intercoms for emergency use are also available in the private washrooms in the assessment area, fitness area, family washroom by the men's locker room, and in the two washrooms on the mezzanine.

## **Privacy**

The Reh-Fit Centre is committed to respecting the privacy of your personal information and personal health information. Protection of your personal information is governed by the Personal Information Protection and Electronic Documents Act (PIPEDA) and protection of your personal health information is governed by The Personal Health Information Act (PHIA). The Reh-Fit Centre's Privacy Policy provides for how we collect, use, and disclose your personal information and personal health information. This policy is available on our website at <http://www.reh-fit.com/wp-content/uploads/2017/11/Privacy-Policy.pdf> or available in hard copy upon request. If you have any questions or concerns with respect to our privacy policies, please contact our Privacy Officer at 204-488-8023 or email [reh-fit@reh-fit.com](mailto:reh-fit@reh-fit.com).

## **Unplanned Centre Closures**

Due to unforeseen circumstances, such as extreme weather, the Centre may need to close. All unexpected Centre closures will be announced on our website, general Centre voicemail, and on CJOB.

# **COMFORTS AND CONVENIENCES**

## **Merchandise**

For your convenience, we sell a variety of Reh-Fit merchandise at the Reception Desk including miscellaneous equipment, gym bags, socks, and clothing.

## **Towel Service**

Annual towel service may be purchased for one or two towels and is non-refundable. Each time you enter the building, you are entitled to this service.

Daily towel service is also available for a small fee. Annual towel service for one or two towels is also available for a fee.

## **Smoking**

For everyone's comfort and health, the Reh-Fit Centre is designated as a smoke-free environment. This includes all forms of cigarettes.

## **Phones**

For your convenience, house phones are located outside the locker rooms and at the front foyer. We ask that phone calls be limited to three minutes as a courtesy to others.

Out of respect for others, please do not talk on your cell phones in the fitness area or during a class/program. If you must take a call, please excuse yourself from the class/program and move away from others in the fitness area. All other cell phone use is permitted, but please be respectful of those around you.

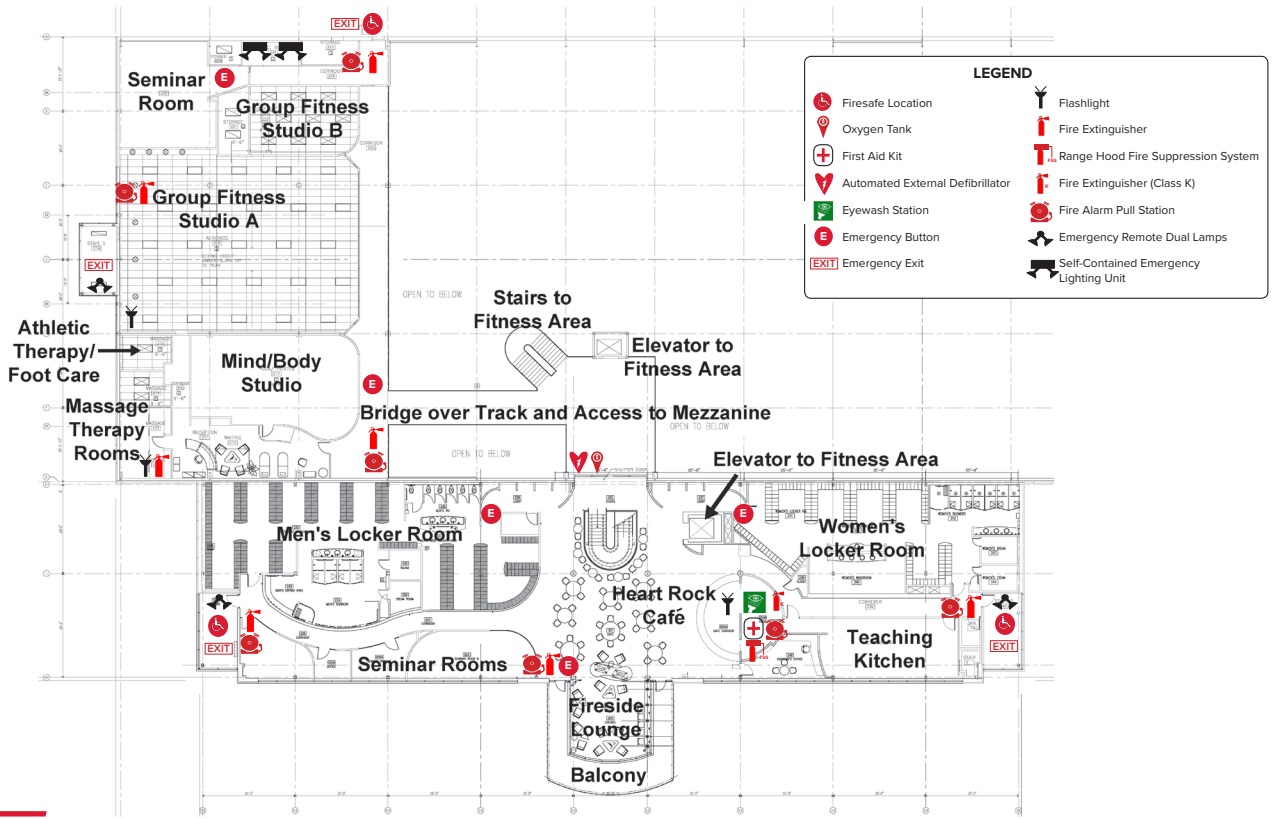
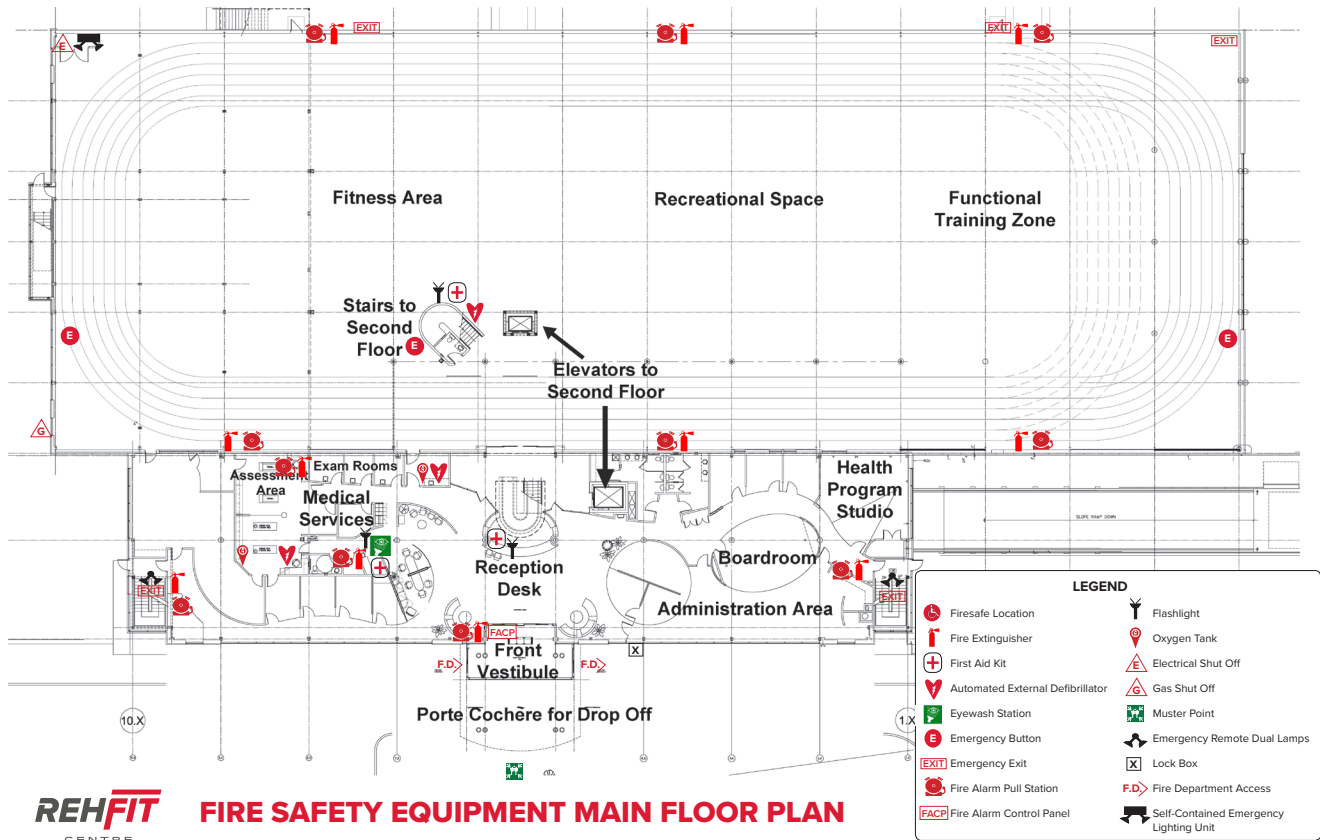
## **Lost and Found**

Lost and found is located at the Reception Desk. The Reh-Fit Centre is not responsible for lost, damaged, or stolen goods. Please do not store valuables in the lockers or leave valuables unattended. Lost and found items are kept for one month and then all items that have not been claimed are donated to charity.

## **Sprays, Perfumes, and Colognes**

Some individuals have allergic reactions to sprays, perfumes, colognes, and other scents. In consideration of these individuals, please refrain from using spray products or wearing scented perfume, cologne, or lotion when you come to exercise or apply it in the locker room before or after your workout.

# FACILITY MAPS



## PROGRAMS AND EVENTS

### Programs

We offer a variety of programs to our members and the community at large. Members have access to many group fitness classes per week and receive a reduced rate on many fee programs.

Visit our website for a listing of all programs or pick up a Program Guide at the Centre. Registration is available online or at the Reception Desk.

### Events

We offer a variety of events throughout the year such as fitness challenges and other advertised events that promote social and educational opportunities for our members. Please see our website for more information.

## ADDITIONAL SERVICES

For more information about our additional services, please visit our website.

### Training

Receive the guidance and motivation you need to take your fitness to the next level. Our trainers not only help you establish fitness goals that are right for you, they also make it fun. Our trainers will continue to adjust your program to your changing needs throughout the course of your fitness journey.

### Massage Therapy

Pain relief or tension release? Invigorating or relaxing? Whatever your stresses, expectations, and needs, our team of knowledgeable, registered therapists will help you choose the most suitable massage for you. With proper care of your body, massage therapy can help promote a better active lifestyle that lets you take control of your life.

### HydroMassage

After your workout, recover, relax, and cool down with our HydroMassage loungers. In as little as 10 minutes, you can receive a relaxing, rejuvenating massage that combines massage and heat therapies. Waves of heated water span the full length of your body while you remain fully clothed and dry throughout the relaxing experience. The massage loungers allow you to customize your

massage so you can select the pressure and focus areas to maximize your healing experience. HydroMassage is only available to current members.

### Nutritional Counselling

Proper nutrition is essential to achieving and maintaining a healthy lifestyle. It can help you increase energy levels, combat fatigue, improve athletic performance, maintain vitality, and achieve your fitness goals. Individual nutrition consultation sessions are a unique opportunity for you to meet with a registered dietitian to target specific needs.

### Foot Care

A foot care nurse can help reduce heavy calluses, corns, and trim deformed or thickened nails. The nurse also assesses feet and lower limb for circulation, sensation, swelling, and assesses for the potential risk of ulcer development and falls. A large part of a nurse's job involves client education and monthly to bimonthly follow up. Most extended health care insurance plans cover foot care.

### Rehabilitation Services

Our highly skilled staff provide one-on-one care for rehabilitation and injury management through assessment, diagnosis, and treatment of musculoskeletal concerns.

- **Physiotherapy** - Physiotherapy is used to restore and enhance functional ability and independence, improve strength, heal injuries and return to work, sport, recreation, or leisure pursuits. Physiotherapy also assists in the prevention of injury, disability, and the progression of chronic conditions.
- **Athletic Therapy** - Athletic Therapy includes the prevention, immediate care, and reconditioning of musculoskeletal injuries. Prevention includes musculoskeletal, gait and postural evaluation/education, equipment selection, fitting and repair, warm-up, conditioning programs, prophylactic or supportive taping and bracing, and adapting to the activity environment and facilities.

### Facility Rentals

If you are planning an event for your business, organization, or group, host your meeting in one of our many seminar rooms.

The following services are available:

- Heart-healthy catering
- Webinars and audio conference capability
- Health and wellness presentations
- Specialty exercise classes
- Group drop-in passes

For more information, please visit our website or call 204-488-5857.

## **THE REH-FIT: PROMOTING HEALTH AND WELLNESS AT A WORLD-CLASS LEVEL**

The Reh-Fit Centre had its origins in a cardiology stress test laboratory that operated in the early 1970s at St. Boniface General Hospital. The laboratory was equipped with a treadmill for running the stress tests used to diagnose heart problems.

Following their heart attacks, patients began turning up for workouts on the treadmill. In 1975, the University of Manitoba offered the use of the underground track, known as the Gritty Grotto, in the basement of the School of Physical Education.

For the next several years, those who had suffered heart attacks ran and walked there, along with athletes and students. They completed their cardiac rehabilitation under the supervision of medical and physical education staff.

The group became the founding members of the Reh-Fit when it opened in 1979 and began offering Canada's first community-based cardiac rehabilitation program. Its mission was to enhance the health and well-being of its members and the community by providing innovative health and fitness services through assessment, education, and exercise in a supportive environment.

Since then the Reh-Fit has helped build community wellness by encouraging individuals, groups, and the larger community to enjoy regular, healthy, active living that improves quality of life and longevity while relieving pressure on our health care system.

Our Cardiac Rehabilitation program has been saving and enhancing the lives of those with heart disease

for almost 40 years. The program is particularly valuable, given that heart disease is the number one killer in Canada.

The Centre, which is fully accessible, offers more than 300 health and fitness programs and services, and has the latest medical and exercise equipment. We serve over 4,500 members/users and thousands of community users and others who take advantage of our educational seminars and programs. Annual visits range from 320,000 to 350,000. The Centre serves people throughout Winnipeg as well as from Manitoba's rural areas, and attracts a broad range of ages, from 12 to those in their 90s.

The Reh-Fit holds annual events that promote healthy living, works with other groups and organizations to help bring innovative programs and services to the community, and supports research to assess the effectiveness of health and fitness programs in building community health.

Following a \$12-million expansion and renovation completed in January 2006, the Reh-Fit continues to promote community health and fitness at a world-class level.

### **Volunteer Opportunities**

We are a volunteer organization – from the Boards of Directors through to committees with volunteers dedicated to helping with special events, mailings, and fund development. We are dependent on our volunteers sharing their time, enthusiasm, and expertise to enhance the services of the Centre.

If you are interested in becoming involved, please fill out a form online or pick one up at the Reception Desk.

## **THE REH-FIT FOUNDATION**

### **Planning for the Future**

The Reh-Fit Foundation, formed in 1999, is a not-for-profit, registered charitable organization that provides financial stability for the Reh-Fit Centre in the furtherance of its aims, goals, and objectives.

By helping ensure the Centre's long-term financial viability, the Foundation helps fulfill its vision to be the leader in building community health.

The Foundation takes a proactive approach to strengthening the Reh-Fit's financial position. By raising additional funds now, over and above membership dues and user fees, the Foundation makes it possible for the Centre to maintain and expand its programming and renew its facility and equipment on an ongoing basis.

The Reh-Fit Centre, also a not-for-profit, registered charitable organization helps raise funds with the assistance of the Centre's volunteers, members, community users, and staff.

### **Charitable Gifts Make a Big Difference in the Lives of Many at the Reh-Fit Centre**

A gift to the Reh-Fit Foundation provides:

- Rehabilitation - offering state-of-the-art medical and exercise equipment for the safest, most effective exercise to help people get better every day.
- Prevention - providing leading-edge health and fitness programs at the Centre to help people prevent and manage chronic disease and live a healthier life.
- Accessibility - making memberships and programs accessible to the broader community.
- Research and Education - hosting research studies to advance health and wellness in our community, providing education for the growing number of people in the community who are challenged with health concerns, and hosting student placements from academic institutions to help students gain practical experience in their field of study.

The Reh-Fit Centre's goal is to become the leader in building community health. To promote community health and fitness at a world class level, we need your help. Sustaining both our facility and high calibre of service requires more support than is afforded through membership dues and user fees alone.

### **Ways to Support the Reh-Fit Centre**

There are many ways that you can contribute and help us protect our investment:

- Make a tribute gift in celebration or in memory of a loved one, friend, or colleague
- Annual or monthly donations
- Donate publicly traded stocks
- Life insurance, where the Reh-Fit Foundation is named as the owner and beneficiary
- Cash, or what is called "near cash," where the source of funds may be a GIC, government bond, or proceeds from an RRSP or RRIF
- Charitable gift in your will, which can be specified when you are conducting your estate planning
- Enduring funds
- Attendance at our fundraising events

You can make a secure donation online by visiting our website at [reh-fit.com](http://reh-fit.com).

For more information on ways to support the Centre, call the Reh-Fit Foundation at 204-488-9325 or email [foundation@reh-fit.com](mailto:foundation@reh-fit.com).

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# **REH FIT**

CENTRE

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