

Member and Guest Policy

Healthy Living OKC is a private/public partnership with the city of Oklahoma City. City funds were used to construct and furnish the facility, but the city does not contribute towards its ongoing operation. The nonprofit 501(c)(3) Healthy Living and Fitness, Inc. has been given the responsibility to run this program and facility.

Healthy Living OKC (HLOKC) welcomes adults aged 50 and over to engage equally and respectfully in the Healthy Living community. We have adopted policies and procedures to provide for the safe, enjoyable, and healthy use of our premises. These policies apply to your conduct on HLOKC's premises, which includes all indoor and outdoor areas, as well as the website and social media platforms.

As a member or guest at HLOKC, you are responsible for reviewing, understanding, and complying with the policies in this document.

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These policies supplement those posted or otherwise provided in our center or at our events. We may adopt policies applicable to a single event. In some instances, the law may establish different requirements applicable to certain events and may not be stated in this document. To the extent of a conflict with other policies, the more restrictive policy applies.

HLOKC may change these policies, at any time and without notice, based on business needs. You can find the most current Member and Guest Policy on our website at <https://healthylivingokc.com>. If you have questions, please contact the branch director.

MEMBERSHIP

Membership Types

- **Individual** – individual members must be 50 or older.
- **Couple** – two individuals, married and living in the same household; only one must be 50 years old.
- **Corporate** – companies or living facilities may purchase memberships on behalf of their employees or residents. Please contact the business manager for information.

Hours

- In general, HLOKC is open six days a week:
 - Monday to Thursday: 5:30 am - 9 pm
 - Friday: 5:30 am - 8 pm
 - Saturday: 7:30 am - 4 pm
 - Sunday: Closed
- We are closed for holidays and will publish any related schedule changes close to the time of these events.
- Members and guests must honor HLOKC's posted hours of operation and exit the building at or before closing time. Additionally, you must exit if an HLOKC staff member directs you to evacuate the building for any reason. Violators are subject to arrest for trespassing under the Oklahoma City code.

Guests

- Generally, HLOKC programs, classes, services, amenities, and events are for members only.
- Periodically, HLOKC will host events that are open to members' guests or the general public. These will be advertised as such.
- Guests must be 50 years old. Any age can attend for a short, guided tour.
- Guests may accompany a member one time for no charge (i.e., a free day pass). After that, they must either join as a member or pay \$10 per day to participate.
- All guests must complete a Request for Guest Pass form and a Participant Waiver, Release, and Indemnification of All Claims form prior to exercising or attending any classes.

Caregiver Assistance for Those with Special Needs

- Any member or guest with special needs may have a caregiver with them. A caregiver must be at least 18 or older, sign in at the front desk, and wear a bracelet provided by HLOKC to be identifiable by employees.
- A caregiver is the person responsible for providing their clients with daily personal care and help with activities.
- HLOKC requirements for caregivers: Caregivers must be at least 18 years of age and **always stay with their clients**. This means that a caregiver does not use equipment or participate in the activity; instead, they are present to provide safety for the member requiring assistance.
- Any member who needs additional assistance in the weight room must have a caregiver (age 18 or older) with them or hire a personal trainer for training on the exercise floor. All trainers must have a current contract with the facility.
- Members with special needs may not be dropped off at the facility or left on their own unless they are capable of being alone.

Communications

- Class schedules are in the current month's Program Directory. This is available on the HLOKC website or at the front desk.
- Glofox is our membership software system. Through it, members can view fitness class schedules, register for art classes, purchase food items, get branded merchandise, and more.
- Key channels for HLOKC communications are:
 - Program Directory
 - Email – a weekly update about upcoming events
 - Facebook – healthylivingokc
 - Digital signage onsite
 - Website – www.healthylivingokc.com

Attire

- Appropriate clothing must be worn, suited to the activity you're doing. No half-shirts or sports bras with midriff exposed. Shorts must appropriately cover the area below the waist. **See Center Amenities and Procedures on page 8 for further information.**
- Closed toe shoes must be worn in the Fitness/Weight Room or if handling equipment. No sandals, flip flops or Crocs® Footwear.
- In classes such as yoga, it is common and allowable to not wear shoes when participating.

- Please refrain from wearing clothing with vulgar or offensive themes.
- Good hygiene is expected of all members and guests.
- Please refrain from wearing perfume, essential oils, or fragrant lotions. These scents can trigger an allergic or other negative reaction for members and instructors.

Volunteers

- Member volunteers are integral to making HLOKC a welcoming and successful place for everyone.
- Please check with the center's volunteer coordinator to learn more about the various opportunities.

Lost and Found

- We maintain several lost-and-found areas:
 - Clear plastic bins in both the women's and men's locker rooms (on the main hall) as well as in the pickleball courts
 - Cabinet in the front admin area
- If you misplace an item, please check the bin closest to where you last were. If it's not there, check with the front desk.
- Periodically, we put unclaimed items out for members to look through. Items still not claimed are donated to charity.

Solicitation

- HLOKC has a "no solicitation policy." You may not promote, petition, or distribute third-party material – whether in person or in writing – to any members, guests, or staff on the premises. This includes, but is not limited to, solicitations for political, charitable, or religious purposes, media interviews, personal business opportunities, or competitive products or services.
- You may not leave printed materials from other organizations or businesses in the lobby area, information area, locker rooms, restrooms, or on any tables or counters.
- If you have a community event that you feel our members would like to participate in, you may ask the front desk for Velcro to add your flyer to the community board in the swimming pool hallway. The community board is also where you can post a business card.
- Companies who pay to rent a room or space in our facility may offer items or services for sale.

Photography and Video / Media Release

- Professional photography and video recording on the premises are not allowed without the advance approval of HLOKC management.
- Personal photography is allowed in public areas of the center only.
- No photography or cameras of any kind are allowed in the pool or any locker rooms, restrooms, service rooms, or other private areas of the center.
- Members must sign a waiver consenting that HLOKC can use personally identifiable photos or comments in print or electronic media that is produced for promotional, educational or informational purposes.

PAYMENT AND CHECK-IN

Payment Procedures

- **Starting a membership:** Individuals must come into the center to start a new membership, sign forms, get a scan card and have their picture taken.
- **Canceling a membership:** To cancel a membership, please talk with a front desk associate. If you're unable to come in person, make sure you talk live with an associate to verify the change. We will not cancel a membership based solely on a voicemail or email, without confirming directly with the member.
- All memberships are pre-paid each month.
- Preferred payment methods are credit or debit card draft. We cannot do automatic withdrawals from a bank account.
- Payment drafts will occur on the first day of each month.
- Joining mid-month (or reinstating mid-month) will require a pro-rated payment based on the days remaining that month. The monthly draft will begin at the start of the following month.
- In the event of an overpayment, funds will be credited back to the member's account. These funds can be applied toward any future purchase at the center.
- To avoid charges accruing on your account when you want to cancel your membership, it is the member's responsibility to talk with a Front Desk Associate and make the status change by the 25th of the month prior. No refunds will be given after the first of the month.

Non-payment Procedures

- It is your responsibility to notify us of changes affecting your account. Otherwise, we will continue to charge the card we have on file, and any unpaid balance will be the responsibility of the member.
- If your bank draft is returned (e.g., new credit card, change of bank account), we will contact you for the updated information so the payment can be processed.
- If we do not receive a response from you within 30 days, your membership could be terminated.

Payment for Classes

- Any class that has a supply fee must be pre-paid to reserve a spot and to allow for instructor planning.

Class Cancellations and Refunds

- Fees are not refundable unless you have a medical emergency, you call a minimum of 24 hours in advance, or HLOKC has to cancel the class.
- HLOKC will provide a refund or credit for programs or classes that we cancel if we cannot find a suitable alternate for the registrant.
- Individual members who cancel an art class enrollment for any reason will receive an art credit; however, HLOKC will deduct a \$5 cancellation fee to cover administrative and supply costs.
- Art credits can be applied to future class fees when you enroll at the Front Desk.
- There are no refunds for no-shows to any HLOKC class or event.
- The facility reserves the right to cancel any class due to insufficient enrollment. Every effort will be made to contact those who did sign up prior to the start of the class. See cancellation policy related to class fees.

Check-in Procedures

- Everyone must enter through the front doors and check in each time you come into the building.
- We use Glofox as our membership system. You can load the application on your phone (iOS or Android) or get a scan card. Both have a unique barcode linked to your account.
- When you enter the building, check in by swiping the barcode (on your phone or card) at the desktop digital scanner to check in.
- If you forget your card or phone, you can check in using the free-standing kiosk by the cafe; simply enter your name, phone number, or email address to get started.
- The front desk staff monitors the coming and going of members and guests and ensures they check in. If you have a guest or caregiver with you, register them with a front desk staff member and fill out a guest form prior to using any areas of the facility or attending any class. **See the Caregiver Assistance section on page 3 for more information.**
- If you leave the center but return later, please check in again.
- For security reasons, do not let individuals in via exit-only doors located by the fitness center lobby and pickleball courts.

CENTER AMENITIES AND PROCEDURES

Use of Rooms

- Daily room schedules are posted by each door.
- Be respectful of the designated time allotted for your scheduled activity, specifically start and end times. If you would like to start your activity or event early, you may use the lobby area.
- Changing the room location of an event or activity is not allowed without staff permission, even if another room appears available.
- Fire exits should **never be** blocked. No furniture, equipment or personal items should be stored in front of the doors at any time.
- Be courteous when using cellular devices.

Room Maintenance

- HLOKC sets rooms and common areas for scheduled activities and events. Furniture is not to be moved or rearranged. If you need something, ask a staff member.
- Dispose of trash in the receptacles provided and turn off lights and fans when finished.
- Wipe down tables and chairs as needed so that they are clean and ready for the next group.
- If you see broken equipment or a matter that needs attention, please fill out the “Maintenance Log” at the front desk. We appreciate your help!

Fitness Center / Weight Room

- Closed-toed shoes must be worn at all times in the Fitness Center. No sandals, flip flops, or Crocs® Footwear.
- Please return all equipment to the appropriate area after use.
- Do not drop dumbbells.
- Limit time on machines or equipment to 30 minutes if someone is waiting.
- Please do not “rest” on the machines in between sets or between use of the two grips. Allow others to “work in.”
- You **MUST** clean off the equipment following use with the wipes provided.
- If you are unfamiliar with how to use any equipment, attend one of the free Fitness Orientation sessions (See the Program Directory for dates and times).
- Water is the only drink allowed in the Fitness Center / Weight room, and it must be in a spill-proof bottle. No food or other beverage is allowed, including sports drinks.

- Gym bags and backpacks of any size and shape need to be stored in a cubby or locker. Bags are not allowed on the workout floor as this poses a trip or fall hazard.
- Bags, backpacks and purses should not be hung on equipment, machines or bikes. This will compromise the integrity of the machines. If you need to keep personal items close by (e.g., inhaler, Epipen®), you are encouraged to wear a crossbody bag.
- Members are allowed to bring their own lock for lockers but must remove the lock at the end of their workout.
- We also have lockers available to rent by the month. Talk with the front desk for more details.

Group Fitness Classes

- Participation in most classes is included in your facility membership. Some specialty classes may be offered at a nominal fee.
- Water is the only drink allowed in the group fitness rooms and must be in a spill-proof bottle. No food or other beverage is allowed, including sports drinks.
- Appropriate shoes are to be worn in fitness classes that use equipment. No sandals, flip flops or Crocs® Footwear.

Main Gym and Pickleball Court

- Do not wear street shoes, high heels, or boots on the floor as damage can occur. Bring shoes to change into for the pickleball court.
- Please return all equipment to the appropriate area after use.
- Balls used for pickleball and provided by the facility are to remain at the facility. If balls become damaged, place them in the container labeled for damaged balls.
- If you see sweat or any kind of fluid on the floor, please wipe it up and help ensure safety for others.
- Water is the only drink allowed in the gym and pickleball courts, and it should be in a spill-proof container. No food or other beverage, including sports drinks.

Swimming Pool

- There are **NO** Lifeguards on duty, so enter the pool at your own risk.
- You **must** shower prior to using the pool.
- Appropriate swimwear should be worn. It must be lined, not see-through or revealing, sagging or frayed. No T-shirts or shorts in the water.
- Water shoes are allowed in the pool; however, you may not enter the pool in the same shoes you wear into the facility or plan to wear when you leave the facility.

- **In keeping with Oklahoma City health code, no one with open wounds or bandages should get in the water.**
- Incontinence products such as adult diapers are not allowed in the pool. This contaminates the water for everyone.
- You will need to provide your own towel.
- Lockers are available on a daily basis. You will need to bring your own lock and take it with you at the end of the day.
- The pool is a shared space for classes, laps, and open swim. Please check the schedule in the monthly Program Directory for times designated for each activity.
- No walking or bobbing is allowed in the lap lanes.
- During swim classes, no open swimming is allowed.
- Lap ropes will be pulled no earlier than 10 minutes prior to class start – and only under the instructor supervision.

Arts and Crafts Rooms

- Please do not use any of the art equipment without authorization from staff.
- There are designated “lab” times for the arts and crafts rooms. Please check the schedule for class times.
- Art classes have extra fees involved, there will be a \$5 cancellation fee assessed for members who cancel their reservation before the class. ***See more about class cancellations and refunds in the Payment and Check-In section starting on page 6.***

Lobby and Café

- The lobby area is provided for you to relax and visit with others. Reading materials and community puzzles are available to all.
- Coffee and beverages are available for purchase at the Café. If no one is at the Café, ask at the front desk.
- Some activities may be scheduled for the lobby, as indicated by posted signs.
- We appreciate your help in cleaning up after yourself.
- Meridian Market sells hot lunches Monday through Thursday from 11 am to 1 pm. Meridian also makes additional meals and snacks available for purchase; find them in the cold-case in the café.

Locker Rooms and Locker Units

- Appropriate behavior is expected in all areas of the locker rooms. For example, no shaving in the sink and no vulgar language.
- Please clean up after yourself. For example, use the swimsuit spinner (water extractor) so that your swimsuit will not be dripping water.
- Lockers are available for use on a daily basis. You must bring your own lock to protect personal belongings in the lockers. All items – including the lock – must be removed each day.
- At close of business, all locks still on lockers will be cut off and items removed. Items left and unclaimed after 30 days will be donated to charity.
- We also have lockers available to rent by the month. Talk with the front desk for more details.

Room and Space Rental

- Rooms and areas are available for rent either during the day or off hours when the facility is not open for membership activities.
- Rental rates are available on the HLOKC website.
- Please note that HLOKC does not necessarily endorse the views expressed by presenters who rent rooms at the facility.

SAFETY

General Guidelines

- Every effort is made to create a safe and comfortable environment; however, you participate at your own risk in all areas of the facility.
- If you suddenly don't feel well, please let a staff member know or ask another member to let the Front Desk know.
- Refrain from leaving personal belongings unattended in the center or in your vehicle. The facility is not responsible for items lost, stolen, or damaged.
- If you see broken equipment or a matter that needs attention, please fill out the "Maintenance Log" at the front desk. We appreciate your help!

Injuries

- If you are injured while on the premises, please seek immediate assistance from an HLOKC staff member. If you are injured and you can't seek assistance, please ask another member to get help.
- A staff member can provide and/or arrange for appropriate medical assistance and will complete an Accident Report.

Medical Emergency Situations

- In the event there is a medical emergency, local emergency services (911) will be contacted.
- In this instance, be sure to provide emergency personnel with adequate space to do their job.
- HLOKC has first aid kits onsite to treat minor cuts and medical needs. They include bandages, ointments, etc. One is available at the front desk. We also have automatic electronic defibrillator (AED) machines located at the front desk and in various places throughout the building.

Inclement Weather

- This building is NOT considered a community shelter. It is expected that all members and guests will follow directions provided by the staff to exit the building and go home, if the conditions are safe enough.
- In the event of sudden inclement weather, where conditions make it not safe to exit the building, HLOKC staff may guide any members onsite into one of the innermost rooms, away from windows.

- If the weather is such that the facility should close, we will post notices on the doors and send an email to the member addresses we have on file. We'll also update the center's main phone, Facebook page and website with status, as it becomes available.

Fire or Other Evacuation

- Staff members are trained in procedures in the event of a fire, tornado or other evacuation.
- It is expected that all members and guests will immediately follow directions provided by HLOKC staff and any emergency personnel.
- Please make yourself aware of the nearest exits to the areas where you are participating.

Weapons

- Possession of firearms or weapons, of any kind, is NOT allowed on the premises for any reason.
- Uniformed on-duty police officers may carry service firearms.

Smoking

- HLOKC has a "no smoking" policy for the building, patios, parking lots and surrounding grounds.
- Do not use or distribute tobacco, tobacco products, or vaping devices in any form on the premises.

Alcohol and Drugs

- You may not consume alcohol on the premises or use our equipment, services, or programs while under the influence of any controlled substance or alcohol.
- You may not use, possess, distribute, or sell any illegal substance or drugs on the premises.
- You may not use our equipment, services, or programs while under the influence of alcohol or illegal drugs.
- If your prescription or over-the-counter medications influence you physically or mentally, you should not use (or stop using) any HLOKC equipment until you can again safely use it.

Animals

- Under Oklahoma law and the federal Americans with Disabilities Act (ADA), people with disabilities have the right to be accompanied by their service animals in our facility. Under the ADA, a service animal is a dog that has been individually trained to do work or perform tasks for a person with a disability.
- Oklahoma law states that signal dogs, which are trained to assist deaf or hard of hearing people, must wear an identifying orange collar.
- Neither the ADA nor Oklahoma's equal rights law covers emotional support, therapy, comfort, or companion animals (canine or otherwise). Because they have not been trained to perform a specific task, they do not qualify as service animals under the ADA.
- Only service animals performing their duty in the care of a person requiring assistance or on-duty law enforcement animals are allowed in the facility.
- Service animals must be fully vaccinated and remain harnessed or leashed and under a responsible person's control.
- Any animal must be removed immediately if it causes a disturbance, interrupts the work of others, or poses a health or safety risk to those exposed to it.
- The animal's owner must promptly remove animal waste and is liable for any type of damage caused by the animal.

Parking Lot

- The speed limit in the parking lot is 5 mph. Stop for pedestrians in crosswalks.
- Handicapped parking is available near the front of the facility. Please display your decal indicating this designation. If no handicapped designation is visible on the vehicle, it is subject to being towed at owner's expense or ticketed at owner's expense.
- For your safety, please use sidewalks between the rows of parked vehicles. Do not walk behind parked vehicles where drivers could accidentally hit you.
- The church next door graciously allows us to use their parking lot during the week. When no other parking is available, feel free to park in that lot.
- HLOKC has a golf cart that authorized volunteers will drive around the parking lot to shuttle members to and from their cars.
- If you do not see the golf cart circulating and need a ride from a parking space to the front door, please call 405-773-6910 and we will send the cart to pick you up.
- Parking is not allowed on the west side of the building. This space is reserved for delivery trucks and safety vehicles.
- Vehicles in violation are subject to being towed at the owner's expense.

CODE OF CONDUCT

To ensure the safety and comfort of all our members and staff, HLOKC has established rules of conduct. As a member or guest at HLOKC, you are responsible for reviewing, understanding, and complying with the policies in this document.

Three-strikes rule

- Below are some examples of actions that conflict with HLOKC's core policies, and we will document these as Incidents should a member violate these.
 - Exhibiting disrespectful, abusive, or threatening behavior with the intent to intimidate or harass staff, volunteers, or other members. This includes profanity, vulgar language, or gestures.
 - Removing, rearranging, damaging, altering or misusing any HLOKC property, including fitness and sports equipment, furniture, and supplies.
 - Possessing alcohol, firearms, or illegal drugs onsite as well smoking in or outside the facility.
 - Using the facility's restrooms or locker rooms for bathing (unless showering immediately before or after pool use or workout), shaving, laundering clothing, or washing dishes. Do not use any area of the facility for sleeping.
 - Depositing bodily fluids (including urine, open wound) where it puts others at risk of infection and/or damages property.
- If policy violations or problem behavior is frequent, the third incident will result in suspension and possible termination of membership.
- If the policy violation is unlawful, criminal, threatening, or damaging to people or the facility, management reserves the right to immediately suspend any person without having issued the first two warnings.
- Egregious behavior (such as sexual harassment, physical altercations, or sexual conduct) will result in immediate removal from the facility.
- Anyone who commits willful damage to the facility, its confines, or equipment will have their membership immediately revoked regardless of excuse or length of membership. At the discretion of the branch director, criminal charges may be filed.