AHS Calgary Zone Workplace Wellness Program

About the AHS-YMCA Calgary Partnership

Effective immediately, Alberta Health Services (AHS) and YMCA Calgary (YMCA) are proud to announce the launch of their new partnership to support employee wellness in the Calgary Zone. Through shared leadership and values, AHS and the YMCA will collaborate to design and deliver programs and services that promote the health and well-being of our staff. The YMCA is an internationally recognized expert in the provision of innovative and affordable health, fitness and recreation programs. The YMCA will now play an instrumental role in the delivery of wellness programs and services across the Calgary Zone including group fitness classes such as general fitness classes, Pilates, Yoga, Fusion and Zumba. YMCA will also manage all Calgary Zone AHS Fitness Centres and offer employees the opportunity to access YMCA facilities across the city.

The results of the 2011 Workplace Health, Safety and Wellness Survey indicate the number one way AHS employees would like to improve or maintain their health is to “be more physically active”. Furthermore, the survey also found that 35% of respondents would like to be physically active while at work. The implementation of the Provincial Workplace Wellness Program (PWWP) is a direct response to these results. The PWWP will be launched in the Calgary Zone to revive the success and sustainability of the former Calgary Health Region Workplace Wellness Program. The PWWP will quickly extend to several of the Calgary Zone rural sites in the very near future. Building on the success of the AHS-YMCA partnership, the PWWP will expand into other Zones as AHS establishes contracts with other external providers who can replicate the wellness programming in other regions across the province. The YMCA is actively engaged in several communities across the province and AHS has the opportunity to pursue similar collaborations with the same organization.

Frequently Asked Questions

Program and Membership Information

Will my current membership transition to the YMCA?

To ensure we meet Member needs, all AHS Fitness Centre Memberships purchased with AHS will simply be transitioned into the new Calgary Zone Workplace Wellness Program. All current members will receive advanced notification from the YMCA regarding their 2012 membership renewal dates. Effectively immediately, employees can find new membership options and fees on the Calgary Zone Workplace Wellness Program webpage. Note: Payroll deduction is no longer available.
Membership Options

AHS Fitness Centre Membership

- Access to AHS Fitness Centres valid at all five locations:
  - Foothills Medical Centre (FMC)
  - Rockyview General Hospital (RGH)
  - Alberta Children’s Hospital (ACH)
  - Southport Tower (SPT)
  - Peter Lougheed Centre (PLC)
- Pricing $15/month or $180/annum (excludes GST)

YMCA / AHS Joint Membership

- A full, regular YMCA Calgary Membership with access to all citywide YMCA Calgary facilities and programs. *(New Member joining fee of $71.43 is waved for AHS employees and their spouses)*
- Includes AHS Wellness Program Membership & AHS Fitness Centre Membership
- Pricing $70/month or $840/annum (excludes GST)

All Membership types include:

- AHS Fitness Centre Orientation
- YMCA Coach Approach (at YMCA locations) *(one time support for new exercisers)*
- YMCA FitLinxx, an online system to record workouts *(online fitness tracking program)*

Personal Training

- Available at all five Calgary Zone AHS Fitness Centre locations
- Delivered by qualified trainers
- Member / Non-Member rates available

Payment Options: MasterCard, Visa, or American Express or by debit card/cash at a YMCA branch.

Personal Training

Looking for a one-on-one personal training program? Each session is approximately one hour long and can be held at the AHS Fitness Centre of your choice. Trainers can create programs at all levels based upon your fitness goals.

To purchase personal training sessions please follow this process:

1. Download a Personal Training Information Package and PAR-Q form from the YMCA webpage
2. Complete personal training forms and PAR-Q
3. Fax your forms to the Calgary Zone Workplace Wellness Coordinator at 403.508.2629 or email to calgarywwp@ymcacalgary.org, whichever is more convenient for you.
4. The Workplace Wellness Coordinator will contact you and take your payment, review your Personal Training Information Package, check your PAR-Q and forward your information to a personal trainer.
5. One of our personal trainers will contact you to set up the first appointment. All subsequent sessions will be booked directly with your personal trainer.
6. The Calgary Zone Workplace Wellness Coordinator will take payments for personal training sessions over the phone or you can pay in-person at any YMCA Calgary branch. Note: Payroll Deduction is no longer available.

AHS Fitness Centre Orientation

Group orientation sessions are offered as a free service to members at all of the AHS Fitness Centres by certified personal trainers. You must be a fitness centre member to attend an orientation. A minimum of two people are required or the session will be cancelled. We will notify you by email in the event of a cancellation. Members will have the opportunity to test cardio equipment, practice correct form on weight training machines and free weights; however an orientation is not the same as personal training. Equipment is similar from one fitness centre to another; however, the newer centres will tend to have newer models. Please ask questions – our certified trainers will be pleased to help you. To register for an orientation, email calgarywwp@ymcacalgary.org. Please include the site, date and time of the orientation.

Will my CURRENT AHS Fitness Centre membership be honoured under the new partnership?

Yes. All current members will receive advanced notification from the YMCA regarding their 2012 membership renewal dates. Effectively immediately, employees can find new membership options and fees on the Calgary Zone Workplace Wellness Program web page.

How will I know when my CURRENT AHS Fitness Centre membership expires?

YMCA will notify Members in advance with a renewal notice when your membership is about to expire.

What do my AHS Fitness Centre Membership fees pay for?

Membership fees are reinvested into AHS Fitness Centres and go toward yearly equipment upgrades and facility improvements. The fitness centres are home to treadmills, stationary
bikes, elliptical trainers, and a variety of fitness equipment such as balls, weights, balance boards, benches and mats.

**How do I upgrade my AHS Fitness Centre Membership to include one of the new Membership options?**

If you are a current AHS Fitness Centre member and would like to upgrade your AHS Fitness Centre Membership to another Membership option you can do so anytime. Please contact the YMCA for more information.

**What types of registered classes are offered?**

The YMCA will now play an instrumental role in the delivery of registered classes such as general fitness classes, Pilates, Yoga, Fusion and Zumba. Please visit the Workplace Wellness Webpage at [bit.ly/calgarywwp_ymcacalgary](http://bit.ly/calgarywwp_ymcacalgary) for individual class descriptions and to register for the classes.

**How do I sign up for a YMCA/AHS Joint Membership?**

YMCA offers external classes to AHS employees through the purchase of a YMCA / AHS Joint Membership. This membership grants you access to a full, regular YMCA Calgary Membership with access to all citywide YMCA facilities and programs, including YMCA drop-in fitness classes which are free of charge with your membership. This membership also includes an AHS Wellness Program Membership and an AHS Fitness Centre Membership. To register for a YMCA/ AHS Joint Membership, please visit any YMCA Calgary branch, to get a picture taken and to receive your membership card.


**How do I request and schedule a group fitness class at my site in the Calgary Zone or at a rural site?**

The YMCA provides group fitness classes including (but not limited to) Yoga, Pilates, Fusion, Zumba and other general fitness classes and activities. To initiate a new class at an AHS Calgary Zone site, please ensure your site is able to satisfy the following criteria prior to submitting your request:

- Commitment for a minimum of one class per week at the site. The site will be responsible for booking and confirming the program space.
- Commitment and approval from the site manager to request the class.
- Submitting this form within the deadline set in the Workplace Wellness Program Guide.
• Access to an on-site space for the duration of the class that meets the needs of the specific activity. **(Room must be booked by a site manager, AHS wellness volunteer or AHS personnel for the duration of the class)
• Storage cabinets or lockers to secure fitness class equipment (if required).

Request Process

Submit Request Form for Group Fitness Classes to the Calgary Zone Workplace Wellness Program Coordinator at: calgarywwp@ymcagalr.org, or call 403.269.6701 for more information.

YMCA reviews and prioritizes requests as they are received. YMCA will connect with the site contact to execute request within two business days.

Please note: in some cases the YMCA Calgary may not have the capacity to provide programming at a rural site. In this case, administration of the site request will be returned to Alberta Health Services.
Schedule a Class at Your Site

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<tr>
<th>Description of Class:</th>
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Class Request Initiated By: ____________________________

Site Contact Name: _______________________________________
Date Required: ___________________________________________
Department: _____________________________________________
Site: ___________________________________________________
City/Town: _____________________________________________
Phone: _________________________________________________
Email: _________________________________________________

Authorized By (Site Manager or Higher): ___________________
Phone: _________________________________________________
Email: _________________________________________________
What duties are required of an AHS Fitness Centre Volunteer?

The YMCA is currently looking for an individual for each AHS Fitness Centre site (ACH, FMC, PLC, RGH and SPT), to serve as the liaison between the Calgary Zone Workplace Wellness Coordinator and the AHS Fitness Centre. The volunteer’s role is to assist the Workplace Wellness Coordinator with the operations of the AHS Fitness Centres including:

- Monitoring the equipment for broken parts and reporting any problems immediately when onsite.
- Ensure the equipment is clean and that safety hazards are removed
- Placing signs on the machine so exercisers do not use the machine while it is broken.
- Wiping down and sanitizing the equipment on a bi-weekly basis.
- Reporting on the use of day lockers available to members in AHS change rooms and any security issues with their use.
- Making recommendations for fitness center equipment purchasing.
- Ensuring that fitness centre-related policies and procedures are followed.
- Completing bi-monthly stock requisition forms to renew cleaning supplies for the equipment sanitation.
- Bulletin Board Management

In recognition of your effort, all volunteers’ are offered an AHS Fitness Centre Membership for free for the duration of their term. Please contact the Calgary Zone Workplace Wellness Coordinator at: 403.269.6701 or by email calgarywwp@ymcacalgary.org

If I am a certified yoga instructor or have other fitness certification, will the YMCA consider hiring me to teach in the Calgary Zone Workplace Wellness Program?

Yes. Please contact the Calgary Zone Workplace Wellness Coordinator for more information.

Are Calgary Zone Workplace Wellness Programs available to family members?

Due to capacity, confidentiality and safety, AHS can only offer wellness programs and services to AHS staff, physicians, volunteers and affiliates who have an AHS identification card.

How will I know if my AHS Fitness Centre Membership is activated?

The YMCA will notify Members by email with a confirmation letter and membership agreement when your membership is activated. Please allow one business day for this to occur.

Can I attend a group fitness class, even if I have not registered for it?
All group fitness classes are by registration only. No drop-ins are permitted. We do organize demo weeks, during that period people can come and try out the classes for free.

How will the YMCA protect my privacy?

The privacy and confidentiality of your personal information is of utmost importance to the YMCA. YMCA Calgary is committed to protecting personal information by following responsible information handling practices, in keeping with privacy laws. For more information on the YMCA’s commitment to privacy, please visit our website www.ymcacity.org

Current - YMCA Membership Agreement, Cancellations, Credits and Refunds

Can I pay for my membership options up front for one year?

Yes, you can purchase a Full Pay Membership whereby you pay your entire membership fee up front or you can purchase a Continuous Membership whereby you pay for your membership continuously, on a monthly basis. A Continuous Membership has no fixed term or expiry date for membership and will automatically roll over. YMCA Member Services will make every effort to call and email you prior to your anniversary date to let you know when your membership will roll over.

Is Payroll Deduction still available to pay for my membership?

Unfortunately, Payroll Deduction will no longer be available to employees to pay for your membership fees.

When does the first month’s payment come out of my bank?

Your first payment is determined by the method you are paying for your membership. Your credit card will be charged on the day you purchase your membership and then on the same day every month. If you are paying via direct debit, your payment would be debited from your bank account on either the 4th or 17th of each and every month, whichever date is closer to the day you first join. For example, if you purchase your membership on the 20th, your first monthly payment would be on the 4th of the following month. If you would like to change your direct debit date, please note that this may adjust your payment amounts to reflect the adjusted debit date.

Can I suspend my membership?
The YMCA will suspend a membership for a minimum of one month, and up to two months. To suspend a membership, members need to speak directly with a YMCA Member Services representative.

**Can I extend my membership?**

If a “full pay” membership was purchased (paid in advance for 12 months), the member will be granted an extension onto the end of their membership period.

**How do I cancel my membership, and how much notice do I need?**

YMCA Calgary Continuous Memberships will not expire until a Membership Cancellation form is completed or written notification of the request is provided. YMCA Calgary will not refund portions of unused monthly payments. Notice for cancellation must be a received a minimum of 1 day prior to the scheduled payment date to the YMCA in writing via email (calgarywwp@ymcacalgary.org), fax (403.508.2629). Refunds for Single Payment Memberships are pro-rated from the date YMCA Calgary receives the written cancellation. Facility use is not considered when calculating refunds.

**Please note:** It is the responsibility of the member to cancel their membership; otherwise payments will continue to be debited from your account or credit card. YMCA Member Services will make every effort to call and email you prior to your anniversary date to let you know when your membership will roll over.

**Will I be charged an administrative fee to cancel my membership?**

An administrative fee will not apply to a Continuous Pay Membership (paid monthly). An administrative fee however, will apply to a Full Pay Membership (paid in advance for 12 months), if payments are set up via debit from your bank account to cover the cost of issuing a cheque for your refund. There is no administrative fee if your Full Pay membership has been prepaid by credit card. Full Pay members can cancel their membership and will be refunded a prorated amount for the time remaining on their 12-month term that was prepaid.

**How will the balance of my membership be refunded?**

For Full Pay, we refund the same way you have been making your payments. If you paid by credit card, your refund will be issued back to your credit card. If you paid by direct debit from the bank, a cheque will be issued. Continuous Pay will not be issued a refund, and so you are
What is a proximity card, and where do I get one?

Your proximity card is located in your plastic pouch with your employee ID card. On the back of your proximity card is a five or six digit number. The Calgary Zone Workplace Wellness Program requires the first five or six digits in order to grant you access to the AHS Fitness Centres. If you do not have a proximity card, go to the parking office at your site and obtain one. Once your membership is approved, scan the proximity card past the card reader to gain access to the centre.

My proximity card does not work; what do I do?

If you experience access problems to one of our fitness centres, please call or email us soon as possible. Do not contact Parking or Protection Services. Additionally, we will not be able to extend your membership for lost time unless you follow the above instructions. If you receive a new proximity card during the time of your membership, please let us know so we can update your profile and grant you access.

What are the AHS Fitness Centre hours?

FMC, RGH, ACH and PLC - 24 hours per day, 7 days per week. SPTT - 24 hours per day, 7 days per week for on-site employees. Open 6:00-18:00 M-F, closed on weekends and statutory holidays for off-site employees.

What if I cannot afford to pay for my membership?

If you are in need of financial assistance, the YMCA can provide assistance to employees that are unable to pay the fees.
# AHS Fitness Centre Locations & Directions

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<tr>
<th>Location</th>
<th>Address</th>
<th>Hours</th>
<th>Notes</th>
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<tr>
<td>Alberta Children’s Hospital (ACH)</td>
<td>2888 Shaganappi Trail NW</td>
<td>Open 24 hours/day, 7 days/week, 365 days/year.</td>
<td>AO417</td>
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<tr>
<td>Foothills Medical Centre (FMC)</td>
<td>1403 29 Street NW</td>
<td>Open 24 hours/day, 7 days/week, 365 days/year.</td>
<td>Special Services Building (SSB) AGW7A</td>
</tr>
<tr>
<td>Peter Lougheed Centre (PLC)</td>
<td>3500 26 Ave NE</td>
<td>Open 24 hours/day, 7 days/week, 365 days/year.</td>
<td>19103</td>
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<tr>
<td>Rockyview General Hospital (RGH)</td>
<td>7007 14 Street SW</td>
<td>Open 24 hours/day, 7 days/week, 365 days/year.</td>
<td>3N33</td>
</tr>
<tr>
<td>Southport Tower Fitness Centre (SPT)</td>
<td>10301 Southport Lane SW</td>
<td>Open 24 hours/day, 7 days/week, 365 days/year for on-site employees. Open 6 am – 6 pm, Monday – Friday, closed statutory holidays for off-site employees.</td>
<td>1020</td>
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### Alberta Children’s Hospital (ACH) Directions
- **From the staff door on the Lower Level (LL) by the bike racks OR**
- On the main level by the cafeteria, go through the LL north through the restricted access doorway, past the mailroom. TURN LEFT, by the change rooms. The last door on the left is the fitness centre.

### Foothills Medical Centre (FMC) Directions
- **From the SSB Main Entrance**: TURN LEFT by the gift shop.
- Follow the hallway towards the Tom Baker Cancer Centre through the double automatic doors.
- Take the first set of stairs to the right, down to the ground level to the atrium w/blue ceramic walls.
- Continue straight ahead to the end of the atrium.

### Peter Lougheed Centre (PLC) Directions
- **From the West Entrance**, at the information desk TURN LEFT, down the hall past Second Cup. The fitness centre is at the end of the hall on your right.
- Change rooms with day use lockers are located on your left.

### Rockyview General Hospital (RGH) Directions
- **From the Highwood Cafeteria** at level #3, walk past the parking and elevators, TURN RIGHT. Walk past another set of elevators (on your left) to the end of the hallway (the mailroom is directly in front of you).
- TURN RIGHT, and follow the hallway toward the loading dock and go through the double doors.
- Women’s change room is the first door on the left and the men’s is the next on the right.
- From the change rooms, follow the signs to the fitness centre.

### Southport Tower Fitness Centre (SPT) Directions
- From the front door of SPT Tower, walk past the security desk and past the elevators.
- TURN RIGHT, past the elevators and proceed down the hallway.
- The fitness centre is on your left.
AHS Fitness Centre Etiquette

CLOTHING: Shirts, shoes and proper fitness attire must be worn at all times. No sandals or flip-flops due to safety reasons. Clean indoor running shoes are mandatory. Please do not wear loose articles of clothing or jewellery while exercising on the cardio equipment. This reduces the risk of getting caught in moving pieces of the equipment.

EQUIPMENT: Please do not remove any equipment from the premises.

EQUIPMENT MAINTENANCE: Please report faulty or damaged equipment to Workplace Wellness immediately.

EQUIPMENT SANITATION: Please wipe down equipment with the Cavi Wipes. It is recommended you wear rubber gloves. Both are provided. Please throw them in the garbage when you are done. If supplies need to be replenished, contact YMCA Workplace Wellness Coordinator at 403.269.6701 for assistance. Please do not take towels from work to use in the fitness centre or in the change room. If you would like a towel, please bring your own.

EQUIPMENT TIME LIMITS: Please limit your use of popular cardio equipment to 30 minutes when other people are waiting.

EMERGENCY EXIT: Please keep the area in front of the Emergency Exit clear at all times.

LOST OR STOLEN ITEMS: Alberta Health Services is not responsible for lost or stolen articles. Please be watchful of your belongings.

MEDICALLY FIT: All AHS fitness centre users must be deemed medically fit to exercise. By granting fitness centre access to individuals without a current membership you could be creating an unsafe situation. The fitness area is unsupervised. Members participate at their own risk. AHS assumes no responsibility for any injury that may occur. Please refer to your membership agreement to review the waiver and release of liability statement.

MUSIC: We would ask that you keep music volume at a reasonable level. There are offices that surround the fitness centres. Please choose music without profanity or suggestive lyrics.

SECURITY: Please do not let anyone into the fitness facility under any circumstances. Failure to comply with this rule may result in a loss of your membership. We encourage all staff to contact our office if they suspect non-members are being let into the fitness centre.

TELEVISION: (if available). To view: turn on TV and plug your headset into the jacks on each piece of cardio equipment. Out of respect for other fitness centre users, please do not remove the jack wire from the TV while viewing your program.
TEMPERATURE: Keep temperature at approximately 15˚C. If you adjust the temperature, change it back before you leave.

Before you leave
Turn off TV, fans and lights if you are the last one out
Remove anything you brought into the facility
Place garbage in the bins provided
Stack all weights neatly

Lockers and Showers

We do not assign lockers in the staff locker room areas. Day use lockers are available to members in the change rooms located next to or near the fitness centre. Locks will be removed and cut if left on the lockers. Materials found in the lockers will be placed in a secure storage.

SPT Shower Access - submit a service request to Morguard Management at:

http://iweb.calgaryhealthregion.ca/corporaterealestate/servicerequest/ and provide your proximity card # for access to the main floor shower area. This area is located between the elevators and the rear parking lot entrance. At 1930 hours, all day use lockers are cleaned out. For assistance in retrieving your property, call 403 253-8677.

Fitness Centre Equipment (varies by site)
- Elliptical Trainer
- Treadmills
- Multi-Station Resistance Training Machine
- Stationary Bikes
- Free Weights
- Medicine Balls
- Skipping Ropes
- Mats
- Foam Rollers
- Fit Balls
- Bosu Trainers