



**WELCOME BOOK**



**WE'RE GLAD  
YOU'RE HERE**



Welcome to the AtlantiCare LifeCenter! Our team is committed to providing you with the highest quality fitness experience to help you meet your health & fitness goals. Please read below for important information to ensure your visits with us are **safe, fun, and effective!**

# GENERAL INFORMATION

## MISSION & VISION

The LifeCenter strives to provide the highest quality fitness experience through state of the art equipment, qualified fitness professionals, and a friendly, safe environment. As part of AtlantiCare, our vision is to build healthy communities by instilling in our members, patients, and providers the value of physical activity in preventing and managing chronic disease and achieving optimal well-being.

## MEMBER TERMS AND CONDITIONS

This handbook serves as a guide for our members and is not meant to be all-inclusive. All members shall comply with any and all LifeCenter Terms and Conditions. We reserve the right to adopt or amend policies and information covered and not covered in this guide, and all members will be obligated to observe policy and information guidelines. The decision of the LifeCenter shall be final, regarding the interpretation of the LifeCenter Terms, Conditions, and rules.

### **TIP:**

**Be sure to inform us when important information has changed such as your contact, emergency contact, or billing information. Email [lifecenter@atlanticare.org](mailto:lifecenter@atlanticare.org) or visit the front desk.**

# GENERAL INFORMATION

## MEMBER SERVICES

Please check in at the front desk when you arrive at the facility. This lets us know you're in the facility and gives us the opportunity to speak with you about any needed account updates. Visit the front desk for class schedules, upcoming programs and events, and important notices. Our Guest Service Representatives or Membership Coordinator are available to assist you with any membership questions.

## PROPER ATTIRE

Clothing should be clean and in good taste. Clothing that has offensive graphics/words are not allowed. Management will determine the appropriateness of any extremes. Appropriate swimsuits and hygiene are required in pools, whirlpools and steam rooms at all times. Appropriate athletic attire is required in fitness areas. Dressing in layers is recommended if the facility temperatures are uncomfortable.

**TIP:**  
**Be mindful of appropriate footwear! Water shoes with a non-slip grip are recommended in wet areas and rubber soled athletic footwear is required in fitness areas.**

## CELL PHONES & ELECTRONICS

Photography and videography are prohibited in locker rooms and changing areas. Speaker function on cell phones and other electronics are not allowed. Recording others is strictly prohibited. Please limit cell phone use to fitness oriented purposes while in the facility.

# AMENITIES

## CHILDCARE

We are pleased to offer childcare at designated hours for children ages one year and older. When using childcare services, you'll be asked to sign your child in and out and not to leave the property while your child is in our care. Please refrain from bringing your child to the facility if they are not feeling well.

## LOCKER ROOMS

Lockers, towels, hairdryers and showers are available for you to store items and easily refresh after working out. Please use caution as shower areas may be wet - water shoes with non-slip grip are encouraged in these areas. Please assist us in keeping the locker rooms clean for your fellow members.

## WHIRLPOOL AND STEAM ROOM

The whirlpool and steam rooms are located in the locker rooms. Before using these, please be sure to familiarize yourself with the safety guidelines posted on the wall nearby. Here are some important tips to keep yourself safe while enjoying these amenities.

- Enter the steam room only after you are clean and dry. Have a workout friend join you. Rinse off with a lukewarm shower afterwards.
- Keep it short! Limit your sessions to 10 minutes or less especially if you're new to the steam room.
- Stay hydrated- drink plenty of water. Let your body cool down after exercising before entering the steam room.
- Proper steam room hygiene required - wear slip resistant footwear, your bathing suit, and sit on a towel.
- Shower prior to using the whirlpool. Please do not apply any oils or lotions before entering.
- No food or glass bottles are permitted.
- Do not enter the whirlpool with an open wound, blister sore, cold, or other body infection, diarrhea, or other contagious condition.

### TIP:

**Check with your doctor before using the steam room and whirlpool. It may be best for people with certain health conditions to avoid these amenities.**

# FITNESS

## EXERCISE AND THERAPY POOLS

Our aerobics pool is 85 degrees and our warm water therapy pool is 95 degrees. Please familiarize yourself with our pool safety rules located in the aquatics area including:

- Rinse off before using the pool; please do not apply oils/lotion before entering the pool.
- Shower shoes with a non-slip grip are strongly encouraged in wet areas.
- Familiarize yourself with the safety equipment and emergency phone located in the pool area.
- No food or glass bottles are permitted.
- Do not enter the pool with an open wound, blister, sore, cold, or other body infection, diarrhea, or other contagious condition.

## FITNESS FLOOR

Start out slowly and gradually build up to a comfortable pace when using cardio equipment. For strength training equipment, you'll likely need to adjust the machine by following the instructions on the machine.

Remember good form comes first. Start with light weights and get used to the movement before increasing resistance. Equipment should only be used as intended by the manufacturer. All exercises should be performed in a safe and controlled manner. This will help you stay in control and avoid getting injured.

### TIP:

**Check out the “Perceived Exertion” charts posted throughout the facility. These can help you gauge your intensity level.**

# FITNESS

## MEMBER ETIQUETTE

The LifeCenter asks members to abide by the following guidelines as a courtesy to fellow members:

- Please clean machines after use with the wipes located throughout the fitness floor.
- Do not drop, slam, or bang weights on the floor.
- Rerack weights and return all items to designated areas; do not lean anything on mirrors or equipment.
- Please do not sit on strength training equipment in between sets if someone is waiting.
- Allow others to work in between sets; do not 'save' equipment or use multiple pieces of equipment at once.
- Chalk is not permitted.
- Beverages must be stored in plastic bottles with secure tops; food is prohibited outside of the café area.
- Personal belongings and bags are not allowed on the fitness floor.
- Profanity, destructive, aggressive, inappropriate behavior, and disruptive noises are prohibited.
- Be Safe! Seek the assistance of a spotter and use weight collars when using plate-loaded equipment.

Staff will enforce rules as needed but please be considerate of others and follow the requested gym etiquette. For fitness related questions or for a personalized exercise plan, inquire at the fitness desk.

### TIP:

**Step away from the weight rack when lifting so others can easily access the rack.**

# FITNESS

## FITNESS ORIENTATION & TRAINING

This service comes with your membership. You can schedule one at any time at the front desk. A fitness orientation is designed to address general or specific needs and identify an exercise plan to achieve your goals. A Physician's clearance may be required depending on certain health conditions. Personal training sessions and packages are available to purchase at any time.

### TIP:

**Our Fitness Specialist team can design a personalized exercise program to meet your goals- inquire at the fitness desk!**

## IN CASE OF EMERGENCY

For your safety, we have AED machines and first aid kits located at the fitness desk and front desk on the first floor. Please note, emergency exits are located at each end of the fitness floor in addition to the main stairs in case an evacuation is required. Please notify a staff person in case of emergency.



# MEMBERSHIP INFORMATION

## MEMBERSHIPS

We have a variety of memberships including corporate, First Responder, student, and senior memberships. As a member, you also have the ability to add on family members to an existing account. Regarding membership billing, the LifeCenter utilizes different account settlement methods depending on the type of membership. Please speak with a Guest Services Representative or our Membership Coordinator to assist with membership and billing questions.

## CANCELLATION POLICY

You may cancel your membership contract without penalty within three business days after signing your initial contract. All membership cancellations after this period will require a 30-day advance written notice of your intent to cancel. Members will be responsible for all applicable dues and fees during the 30-day period.

## MEMBERSHIP FREEZE

Members may freeze their membership for any reason by providing written notice of your intent to freeze. The freeze must be a minimum of one month. Your membership will restart based on the return date you provided unless you notify us of your intention to continue your freeze status.

## EDUCATIONAL PROGRAMS

We believe that wellbeing doesn't just stop with physical fitness. Therefore, as a member, you'll have access to special events and health education programs such as our Mindful Expressions and Forever Young series. While most are complementary, some may require an additional fee. Please read the LifeCenter monthly newsletter for program announcements.



# THANK YOU

## CONTACT INFORMATION



**609-677-5433**



**[lifecenter@atlanticare.org](mailto:lifecenter@atlanticare.org)**



**[www.atlanticare.org/lifecenter](http://www.atlanticare.org/lifecenter)**



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