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~ WELCOME ~

Welcome to WellWorks. We're glad you joined! This handbook contains information you'll need as a member. Our staff is here to support you in meeting your goals. Don't hesitate to ask us if you need assistance.

~ MISSION STATEMENT ~

Our mission is be the highest quality wellness program for our customers and to combine academic and experiential learning for our students.

~ VISION ~

WellWorks will be a regionally prominent wellness program that offers a continuum of lifestyle services to impact the health behaviors and wellness culture of our community.

~ CONTACT US ~

WellWorks

Grover Center, First Floor, Room E124

Athens, OH 45701

Phone: (740) 593-2093

Fax: (740) 593-0170

Email: wellworks@ohio.edu

Web site: <http://www.ohio.edu/wellworks>

~ PROFESSIONAL STAFF ~

Kim Valentour, MS
Director, WellWorks

Grover E140

valentou@ohio.edu

593-2662

*Contact Kim if you have suggestions, comments or special requests.

Maghan Lunsford
Interim Fitness Center Coordinator

Grover E134

597-2148

*Contact Maghan if you have questions about the Fitness Center, your exercise program, Personal Training, or student employment.

M. Francie Astrom, MS, RD/LD, CDE
Nutrition Counselor

Grover E144

astrom@ohio.edu

593-0250

*Contact Francie if you have questions about nutrition counseling, WeightWorks, cooking demonstrations or specific nutrition topics

Heidi Anderson, MS, MPH, RD, LD
Coordinator, Education and Special Events

Grover E136

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593-9458

*Contact Heidi if you have questions about educational workshops, worksite health programs, WellWorks events or massage.

Tom Murray, MS
Coordinator, Clinical Exercise Physiology
Director, HeartWorks

Grover E142

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593-2278

*Contact Tom if you have questions about HeartWorks, the Risk Reduction Program, heart disease risk factors, initial and follow-up health assessments, the BodPod or general exercise physiology topics.

Kathy Partusch, RN, BSN
Cardiac Rehab Nurse, HeartWorks

O'Bleness—Cornwell Center

partusck@ohio.edu

592-9457

*Contact Kathy if you have questions about HeartWorks.

Cyndi Parsons, AAS
Administrative Associate

Grover E138

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593-9459

*Contact Cyndi if you have questions about billing, memberships or gift certificates.

Erica Baker, MS, RCEP-ACSM
Assistant Coordinator, Clinical Exercise Physiology

Grover E132

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593-0197

*Contact Erica if you have questions about HeartWorks, the Risk Reduction Program, heart disease risk factors, initial and follow-up health assessments, the BodPod, general exercise physiology topics, or group exercise classes.

~ BUSINESS OPERATION ~

HOURS OPEN

Monday – Thursday	5:45 a.m. – 9:00 p.m.
Friday	5:45 a.m. – 8:00 p.m.
Saturday and Sunday	9:00 a.m. – 6:00 p.m.

PEAK HOURS

Weekdays

5:45 a.m. – 7:30 a.m.

11:30 a.m. – 1:00 p.m.

4:30 p.m. – 7:30 p.m.

If your schedule is flexible, we encourage you to come during non-peak hours. Please be aware that you may have to wait to use machines during peak hours. Cross-training on a variety of machines will give you greater flexibility with your workouts at these times. (During the months of January through March, peak hours are busier than usual.)

MEMBERSHIP DEFINITIONS

OU Employee is defined as a Group I, II or IV, benefit-eligible employee. Group III are not benefit eligible and not considered an OU employee.

OU spouse/dependent is defined as anyone claimed (or are eligible to be included) by an OU employee on their health insurance. Dependents cannot be over the age of 25.

Community Member is defined as an Athens/local area resident who is not an OU employee, OU retiree, OU spouse/dependent, or full-time OU student.

CLOSINGS, HOLIDAYS, AND INCLEMENT WEATHER

Closing Guidelines: The equipment in the fitness center, lights, etc. will be turned off and the doors to the fitness center will be locked at closing time. We will allow a 10-minute grace period (maximum) for members to change clothes, use the locker room, etc. The 10 minute grace period **does not** include use of the fitness center. Everyone needs to be out of the **building** within ten minutes after designated closing time.

Holidays: We post our yearly closing schedule at the entrance door and on our website. (Yearly schedule runs with OU Fiscal year—July 1 to June 30.)

Closings: Any unforeseen closings will be posted at the entrance door and on our website.

Inclement Weather: WellWorks will close due to inclement weather when there is a Level 3 Travel Advisory for Athens County.

Ping Center Usage: The only time WellWorks members can attend the Ping Center as a free guest is during the week of Spring Break. They cannot use the Ping center as a free guest during any other times WellWorks is closed.

~ MEMBER GUIDELINES ~

GENERAL

1. Please respect the rights of others.
2. Harassment of any type (i.e., sexual, racial, etc.) is prohibited at Ohio University, and thus, at WellWorks. Confirmation of harassment of members, students, staff, and other individuals can result in termination of current and future memberships at WellWorks.
3. In-line skates, skateboards and bicycles are prohibited in all campus buildings, including Grover Center.
4. Pick-up items must be claimed with 30 days or they will be reissued. This includes incentive prizes.
5. Payments are due at time of service. Sorry—no payment, no service. We accept American Express, MasterCard, or Visa, checks made out to “WellWorks” or cash. Cash payments must be made with small bills, we cannot take \$50 or \$100 bills unless we only have to give \$15 or less in change.

6. We have two bulletin boards near our entrance door. One is for Group Exercise and Personal Training postings only. There is no posting to this board. The second is reserved for community health and fitness events. Posting to this board must be approved at the front desk. If you have a posting that is not community health or fitness-related, you may go to the Dean's Office on the 3rd floor and request it be posted in the Atrium.

COMMENTS AND SUGGESTIONS

We welcome all comments and suggestions from our members in our suggestion box which is located at the front desk/lobby area. We respond regularly and many changes we've made are the results of members' suggestions.

WEBPAGE

Check out our Webpage for annual closings, announcements, events and class schedules: www.ohiou.edu/wellworks

FITNESS CENTER

Our fitness center provides a variety of equipment for improving your cardiovascular fitness, flexibility and muscular strength. Fitness center supervisors are always available for individual assistance. We encourage you to use their expertise.

Membership:

1. Members must check in on the computer system at the front desk BEFORE entering the fitness center using a 6+ digit Member ID number. If at any point you want to change your ID number, you must fill out and sign a “Member ID Change Request” form.
2. Your picture will be taken for check-in identification. If you refuse to have your picture taken, you must show a photo ID at each visit.
3. Membership fees are due the FIRST of the month. No matter what “day” you join, billing is run the first working day of the month and will hit your account at that time. Payment is due on the first. (In case you don’t receive your statement in the mail by your first visit, you will be allowed one visit to the facility with a balance on your account, but at the second visit you must pay the balance or you will not be permitted to use the facility.)
4. If you pay for a membership and do not complete the steps to join, your payment will be put on hold for up to one year. If you do not complete the joining process within the one year period, your payment will not be refunded.
5. If your membership status/information (i.e. address, phone number, employment status at OU) changes, please inform the front desk immediately and fill out a “Contact Information Change” form.

If your health status changes, please submit a note from your doctor.

Youth Membership:

1. Youths ages 13-20.
2. They must check in at the front desk on our computer system. A 6-7 digit member ID number is required. (Most use their DOB mm/dd/yy or their cell phone number.)
3. Their picture will be taken for check-in identification.
4. They have use of the fitness center and can attend group exercise classes.
5. They do not have to be accompanied by an adult, but if problems arise in their conduct, our first step is to ask for adult accompaniment.
6. Fitness assessments and other types of screenings are not required for youth participation, unless there is a medically necessary reason. *Orientation is required.*
7. Parent or guardian must sign enrollment form before they can use the facility.
8. If they are joining as part of a family membership, at least one parent must complete testing to set up the family membership. Youth members cannot use the facility until this is completed.

General:

1. Food is prohibited in exercise areas. Water bottles with spill-proof caps only.
2. Please wear clothing appropriate for exercise. For your safety, close-toed shoes (no sandals) are required.

3. Exercise equipment should be used according to its intended purpose and design. Please observe signs posted on these machines.
4. If a piece of equipment does not work properly, please stop using it and notify a staff member immediately.
5. Please wipe off the padded areas and handles of each machine after you finish using it. (Spray bottles and paper towels are available in the fitness center for your convenience.)

Equipment and Weights Guidelines:

1. Equipment is used on a first-come, first-served basis. You may not reserve a piece of equipment for a specific time period.
2. During our busiest peak hours, 4:30 – 7:30 pm Monday-Friday, you must sign up to use the following equipment. During this time there is a 20 minute time limit if someone is waiting for the equipment you are on. However, if no one is waiting, you are welcome to extend your workout.
 - Treadmills
 - ArcTrainers
 - CrossTrainers
 - Ellipticals
3. Please give your name and the piece of equipment you wish to use to the fitness center supervisor in the fitness center. If the equipment is currently in use,

the fitness center supervisor will come get you when the equipment becomes available.

Health and Safety:

1. If your health status changes while you are a WellWorks member, you must contact Tom Murray or Erica Baker, coordinators of clinical exercise physiology. They will help you determine appropriate changes for your exercise program.
2. For your protection, any accident or incident must be reported immediately to a WellWorks staff member.

Children:

1. Children (other than youth members age 13-20) are not permitted in the fitness center.
2. For your convenience, WellWorks offers childcare services. (see Childcare on page 22)

PARKING/VEHICLE REGISTRATION

1. **One** WellWorks parking permit can be obtained by OU spouses/dependents, corporate members, youth ages 16-20, or community members. (Our spaces are limited and permits will only be given to members who cannot obtain a permit from Parking Services. *OU Employee/Retirees and Student members of WellWorks are eligible and must obtain a pass from Parking Services.*)

2. Do not alter your permits in any way. (i.e. change dates, altering size, adding validations stickers from other permits, or creating fake validation stickers, etc.)
3. Do not provide false information to obtain parking privileges.
4. Your WellWorks permit expiration date will be the **FIRST** of the month in which your account expires. If you pay monthly, you will have to obtain a new permit each month at renewal. If you pay yearly, you will have to obtain a new permit each year at renewal.
**It is the member's responsibility to obtain a new permit when renewing their membership.*
***You can only obtain a permit for up to ONE year.*
5. WellWorks parking permits allow you to park in spaces of lots 132, 133 and 134, or in any *WellWorks/Clinic* spaces, for maximum of two hours. (You cannot park in metered or handicapped spaces with the WellWorks permit.)
6. You are responsible for displaying your permit correctly (**hanging** from the rearview mirror, **NOT** placed on your dashboard) and for having your permit in the current vehicle you are driving. Permit pass number and expiration date information needs to be seen through the windshield when standing outside the vehicle. Vehicles not displaying a permit will be cited.
7. If you were issued a WellWorks parking permit and you receive a ticket, we cannot appeal it. You must do so online at *facilities.ohiou.edu/parking/appeals*. Appeals

must be filed within 10 days of a citation being issued.

8. Any lost, stolen, or damaged permits can be replaced for a \$5 fee. Your old lost/stolen permit number will be reported to parking services as an invalid permit.
9. Permits are not transferable. Only the individual who the permit has been registered to is authorized to use it.
10. You must be participating in a WellWorks activity to utilize the permit.
11. Cars on the Ohio University campus can be ticketed every four hours (every 30 minutes in a 30-minute space, every 60 minutes in a 60-minute space, etc.)
12. Permits issued for use in lots used for special events may not be valid at all times. Check lots often for clearing information. Parking Services is not responsible for vehicles towed due to special events.
13. Parking Services reserves the right to issue a \$100 fine, impound the vehicle, and judicially refer any individual for the above-mentioned actions.

BILLING EXPLANATION

1. Membership fees are due the **FIRST** of the month. No matter what “day” you join, billing is run the first working day of the month and will hit your account at that time. Payment is due on the first. (In case you don’t receive your statement in the mail by your first visit, you will be allowed one visit to the facility with a balance on your account, but at the second visit you must pay the balance or you will not be permitted to use the facility.)
2. Your account will not be adjusted for early or late payments.
3. If you choose to change your payment type (1 month/12 months), you must do so at the time of your next billing statement. Previous payments do not apply.
4. If you receive a billing statement and do not wish to renew your membership, you must contact us to have your account canceled. (Memberships with 90+ day unpaid balances will automatically be cancelled.)
5. Monthly paying members only pay for months in which they used the facility. The computer will automatically bill you each month, so it is your responsibility to inform us you are paying for the current month, that you did not use the facility the previous month(s). We will check your visit history to verify this information and adjust your account balance accordingly

6. We offer a senior discount for those age 55 and over, on individual membership fees only. It is your responsibility to inform us if you qualify for this discount.

7. We offer annual family memberships. **WellWorks annual family membership includes all members, ages 13 and older, in the immediate family who are claimed as dependents for tax purposes.** No other discounts or specials apply towards the family membership.

8. If you were unable to use the facility for an extended time, you may fill out an Extension form at the front desk.
 - a. You have to be out for a continual three-week period or longer
 - b. Must be due to medical reasons, or being out of the state for job/personal reasons
 - c. We do not extend accounts for vacations or holidays
 - d. Your account will be adjusted for the amount of time you could not use the facility (in monthly increments, there are no increments shorter than a month)
 - e. Form must be accompanied by a doctor's note if out due to medical reasons, or a letter from your employer if out for job reasons
 - f. Each situation will be looked at on a case-by-case basis. We have the right to deny any extension. We have the right to limit the number or extensions per member per year.

*See Membership Freeze/On-Hold, Extensions

LOCKER ROOMS / LOCKERS / VALUABLES / LOST & FOUND

1. Lockers are for your use while you are here at WellWorks. Please remove all items when you leave for the day.
2. Please respect others by cleaning up after yourself in the locker rooms.
3. Purses, wallets, checkbooks, etc. cannot be left at the front desk for the staff to “guard.” Use a quarter to lock your locker if you bring valuable items with you, or lock them in your car.
4. Members have the option of renting a locker. There are 30 rental lockers in each locker room. They are rentable for three months or 12 months. You must provide your own lock. See the front desk staff for locker rental details and prices.
5. WellWorks is not responsible for lost, stolen or damaged personal property.
6. Our Lost and Found bin is located between the main entrance and the front desk, near the locker rooms. Please check this bin if you think you have lost something while visiting us. Valuables such as jewelry,

wallets, keys, etc. are often turned in at the front desk so you may check for those items there. (These items are turned over to OUPD.)

RE-ASSESSMENT

Re-assessment can help you stay motivated, measure progress toward your wellness goals and update your exercise program. You can get the following done at any time once you've joined:

Cholesterol

Cholesterol panel and fasting blood glucose.

*See fee card for current price.

Re-assessment

Cholesterol results, submaximal bike test, flexibility, muscle strength, body composition, lung function, heart rate and blood pressure.

*See fee card for current price.

Body Composition

Free for members – sign up at the front desk.

Bod Pod

Body composition, assessed using the Bod Pod, is available to all WellWork's members – sign up at the front desk.

*See fee card for current price.

REFUND POLICY

- The enrollment fee is nonrefundable.
- Membership fees can be fully refunded for any reason within 30 days. After 30 days, a member may request a membership reimbursement or extension (see below). After one year, membership fees are nonrefundable.
- Memberships are not transferable.
- No refund two weeks beyond date of purchase for other fees (i.e., massage, childcare, personal training, spinning passes).
- Fees for one service cannot be transferred to another service. (i.e., PT sessions remaining cannot be transferred to cover membership payment)

MEMBERSHIP EXTENSION / REIMBURSEMENT GUIDELINES

On-Hold/Extension Form

- Applies to **12-month** memberships only. You have to be out for a continual three-week period or longer.
- Extensions will be made for the unused amount of time on your membership.
- Must be due to medical reasons, or being out of the state for job/personal reasons. We do not extend accounts for vacation or holidays.
- The form must be accompanied by a doctor's note if out due to medical reasons, or a letter from your employer if out for job reasons.
- Memberships can be put on hold for up to one year due to medical reasons or absences from your residence.

After one year, any unused portion will not be refunded, nor further extensions given.

- Each situation will be looked at on a case-by-case basis. We have the right to deny any extension. We have the right to limit the number of extensions per member per year.

Reimbursement Form

- Must have a specific reason or situation that prevented you from using our facility/services.
- Refunds will be made for the *unused* portion of facility use/services, from the time of the request. Each situation will be looked at on a case-by-case basis. We have the right to deny any refunds.

BRINGING A GUEST (ONE DAY GUEST PASS)

WellWorks members are welcome to bring a guest with them to use the fitness center or attend a group exercise session. Guests cannot participate in massage, personal training, or nutrition services. Guests must fill out a Visitor Waiver and a fee will be charged if they are eligible to participate. (You will be given a yellow pass card to attend a group exercise session.)

*See fee card for current price.

CELL PHONE POLICY

Cell phones may not be used in the fitness center or the locker rooms. If you **must** use the cell phone, please do so in the lobby area and be courteous to those around you (i.e., turn your ringer to the “off”, “low” or “vibrate” setting and keep your conversation as quiet as possible).

~ SERVICES, PROGRAMS, AND SCREENINGS ~

PERSONAL TRAINING

Our personal trainers are available to assist in designing a fitness program to meet your individual goals and needs. The personal trainers will hold one-on-one instruction sessions with you to help you along the way. Personal training sessions can be purchased in single sessions or packages of multiple sessions; for one or two people per session. Sessions expire 365 days after the date of purchase.

***See our fee card for applicable charges.**

Available to members only.

MASSAGE

We offer many types of massage, from a gentle, all-over relaxing massage to deeper massage techniques that can

provide relief from pain or injury. Our licensed massage therapists will tailor your massage to accommodate your needs. On-site chair massage is available for Ohio University offices.

Late Cancel / No-show Policy:

1. If you are more than 10 minutes late for a half-hour appointment or 15 minutes for an one-hour appointment, you will need to reschedule that appointment and will be charged the full price for the missed appointment. If the therapist is able to accommodate your appointment or is willing to provide services for the remaining time of your appointment, you will be charged the full price.
2. If you need to cancel your appointment, you must do so at least 12 hours prior to your appointment time. Otherwise, you will be charged the full price.
3. If you do not show up for your appointment, you will be charged full price for the scheduled massage.
4. If you are ill, or experience severe weather (such as in a level 2 or 3 travel advisory), call us as soon as you know you cannot make it. We will reschedule your appointment, but ask that you call early so we can notify the massage therapist.
5. Reminder calls are done as a courtesy to our customers. You are still responsible for your massage appointment scheduled.

***See our fee card for applicable charges.**

Available to OU Employees/Retirees, OU Spouses/Dependents, Corporate members, Graduate Students, and WellWorks members only.

NUTRITION

The nutrition department at WellWorks provides individual and family nutrition counseling, weight loss groups and educational activities such as cooking shows. There is a charge for counseling, and reduced-cost packages are available.

WeightWorks, our nutrition and lifestyle modification program begins near the start of most quarters and runs for eight to 20 weeks. Individuals interested in learning how to lose weight through diet, exercise and motivation are encouraged to join.

Healthy shopping tours and nutrition-focused programs are also offered throughout the year. Refer to our bulletin board, the WellWorks Calendar of Events, the *WellNews* newsletter, or check out our website for dates and the registration process.

Our nutrition counselor is a Registered/Licensed Dietitian and a Certified Diabetes Educator who can help you tailor your diet to fit your individual health goals.

***See our fee card for applicable charges**

Available to OU Employees/Retirees, OU Spouses/Dependents, Corporate members, OU Students, and WellWorks members only.

GROUP EXERCISE

Group exercise classes are taught by certified instructors and are offered at a variety of times. Classes may include aerobics, step aerobics, strengthening, Yoga, Pilates, and Spinning. Our classes can accommodate individuals of all skill levels. Class schedules are available at our front desk or on our website. All group exercise classes are included with your WellWorks membership.

General Attendance Policies:

- You must be a current WellWorks member to attend classes.
- You must sign in for each class you attend (please write your first/last name and member ID# legibly)
- Wear appropriate footwear (close-toed shoes).
- Check our website for updates and cancellations.
- Please bring a water bottle and a towel.
- Please arrive a few minutes early. Many classes fill up 5-10 minutes before their starting times. Also, for your safety, you may not participate if you arrive more than five minutes after the class has begun.
- If you have an injury or other significant medical condition, please inform the instructor before class.
- A heart rate monitor is recommended when participating in the spinning classes to ensure a safe

workout and get the most out of your cycling experience. Heart rate monitors can be checked out at the WellWorks front desk, or are available in the aerobics room.

- Children are not permitted in the aerobics room. Check the front desk for childcare service availability. (See Childcare on page 19 for details and fees)
- Spinning: There is no bike guarantee—first come, first serve. Please come 10 minutes early to correctly adjust your bike. Beginner spin workshops will be held two times a quarter to orient members on bike adjustment, heart rate monitoring and common terms used in class.
- Class descriptions are available on the Group Exercise bulletin board at WellWorks, or online at www.ohiou.edu/wellworks

EDUCATIONAL PROGRAMS

Health Screenings:

Many health problems can be detected or even prevented before they become serious. Prevention and early detection can be achieved through regular health screenings, which are provided free of charge or for a minimal cost.

Past screenings have included blood pressure, cholesterol, glucose, glaucoma/vision, hearing, colorectal cancer, skin cancer, body fat and lung function. Some screenings may also be available at OU worksites.

Worksite Health Education:

Worksite health education programs are offered to Ohio University employees to bring wellness to the worksite, whether it is during a staff meeting, conference, luncheon, or before or after work. These seminars are a fun and interactive way to learn about a variety of topics such as stress management, time management, healthy eating, desk exercises and stretches, and much more.

Incentive Program:

As a member of WellWorks, you may participate in our Incentive Program. Every time you participate in a wellness activity, use the Fitness Center, participate in a group exercise class, attend an educational program, exercise on your own (i.e., hiking, gardening, or walking your dog), or engage in other wellness activities (such as doctor's appointments or counseling sessions), you may write down the date of your wellness activity. When you reach 50 activities, you may turn your card in for a \$5 WellWorks coupon. Only one wellness activity can be counted per day.

Special Programs:

Throughout the year WellWorks offers several health-related workshops and events. All members will receive a quarterly Calendar of Events that lists upcoming events. Events will also be announced on our website and bulletin board.

WellNews Newsletters:

WellWorks creates and distributes a newsletter, WellNews, providing WellWorks members and Ohio University employees with the latest health and wellness information.

GIFT CERTIFICATES

Gift certificates are good for ONE YEAR at date of purchase. Sorry, no extensions.

If your gift certificate comes up expired, payment by cash, check or credit card is required at the time of service.

If you forget to bring your gift certificate to the appointment, you must pay by cash, check or credit card and use the certificate at another date. (Payment due at time of service.)

Gift certificates can be transferred to another person ONLY IF that person is ELIGIBLE for the service. See next page.

Fitness Center:

Gift certificates for the fitness center can be purchased for anyone eligible for WellWorks membership*. The enrollment fee, a one-month, a one-year individual, or a one-year family membership can be purchased.

**Not available to Ohio University undergraduate students.*

Massage:

Massage gift certificates can be purchased for 30 or 60-minute massages.

**Available to OU Employees/Retirees, OU Spouses/Dependents, Corporate members, OU graduate students, and WellWorks members only.*

Nutrition:

Nutrition counseling gift certificates are available for an initial one-hour session, and 15 or 30-minute follow-up sessions.

**Available to OU Employees/Retirees, OU Spouses/Dependents, Corporate members, OU students, and WellWorks members only.*

Personal Training:

Personal training gift certificates can only be purchased for WellWorks members. They are available for the initial training session, and individual or package sessions.

**Available to WellWorks members only.*

***Dependents are defined as members in the immediate family who are claimed as dependents for tax purposes.*

All gift certificates are available at the front desk and must be paid for upon purchase.

Gift certificates expire one year from date of purchase.

HEARTWORKS

HeartWorks, in conjunction with O'Bleness Memorial Hospital, is a cardiopulmonary rehab program designed to help people with heart and lung disease return to full, productive lives. Benefits include a supervised exercise program, risk factor identification, a support group for cardiac and pulmonary rehabilitation patients, nutrition education and more. Contact Tom Murray, program director, for more information.

THE RISK REDUCTION PROGRAM

The Risk Reduction program is designed as a primary means of prevention for OU employees and dependents with risk factors for various lifestyle diseases. The one-year program (with an initial 100-day “kickstart”) is run by a team of interdisciplinary health professionals and includes:

- Pre- and post- health assessments
- Supervised exercise sessions
- Nutrition counseling
- Stress management
- Physical activity/exercise prescription
- Contact Tom Murray, program director, for more information 593-2278, murrayt@ohio.edu