

# MEMBER HANDBOOK



LAKESHORE  
FOUNDATION

*Serving people with physical disabilities*

This member handbook is intended to provide you with a general understanding of Lakeshore Foundation. You are encouraged to familiarize yourself with its contents. This handbook does not cover every aspect of membership.

Lakeshore Foundation reserves the right to make changes in content or application as it deems appropriate, and these changes may be implemented even if they have not been communicated, reprinted or substituted in this handbook.

Effective Date: September 1, 2009

# Lakeshore Foundation Member Handbook

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## Membership

Included with this handbook is a copy of your membership contract. Please retain this information for your files and future reference on the following:

- Duration of your membership
- Member's right to cancel
- Cancellation of membership by Lakeshore Foundation
- Medical Conditions
- Past Due Accounts
- Your consent for audio/visual, program evaluation and research, emergency treatment, release and indemnity and membership agreement

You will be given a scan card and instruction on how to scan in when you enter the facility. It is very important that you scan in each time you visit our facility so that we know you are here in case of an emergency. Your picture will be made at your orientation; if you did not have time to have your picture made, please stop by the front desk at your next appointment.

It is strongly recommended that you leave all valuables at home. Our lost and found policy is as follows:

- o Found items are stored in locker 52 of both the women's locker room and the men's locker room and are taken to the front desk weekly.
- o Items turned in to the Front Desk Lost and Found will be held for a period of no longer than four weeks and will be donated to local charities if left unclaimed.

## **Contact Information**

Mailing & Physical Address: Lakeshore Foundation  
4000 Ridgeway Drive  
Birmingham, Alabama 35209

Telephone Number: (205) 313-7400  
Website: [www.lakeshore.org](http://www.lakeshore.org)  
Feedback: Suggestions and comments may be placed in our suggestion box located at our front desk.

## **Internet Access**

Free Wi-Fi is available throughout our facility.

## **Code of Conduct**

Lakeshore Foundation is committed to providing our members, staff and visitors a safe and secure environment. To ensure that we are able to do so, certain expectations are required of all members and their guests who visit our facility. The following acts are considered a violation of this code of conduct and may lead to termination or suspension of membership. These include, but are not limited to the following:

- Disrespecting the rights of others through the use of profanity, name-calling, shouting, or other verbal responses that are aggressive in nature
- Menacing behavior or intimidation of others through words or gestures
- Inappropriate attire, including revealing clothing, tattoos or attire with profanity or other obscene messages
- Sexual harassment of any individual
- Possession of any item or items that may be used as a weapon
- Smoking or use of smokeless tobacco products

- Use of the facility under the influence of alcohol or illegal drugs
- Use of perfume or scented lotions
- Destruction of facility property
- Theft of property
- Repeated violation of policies or directives

## **Hours of Operation**

Weekdays: 5:30 a.m. until 8:30 p.m.\*

Saturday: 8:00 a.m. until 4:00 p.m.\*

Sunday: Closed

\*The pools will close half an hour before the facility closes.

## **Parking and Transportation Services**

Lakeshore Foundation provides free parking to members and anyone who visits our facility. We have three rows of accessible parking spaces nearest our building, as well as additional parking spaces in our upper and lower lots.

Public transportation services are available from ClasTran and MAX VIP which will drop you off and pick you up at our main entrance. MAX VIP provides transportation to residents of several Birmingham metro area municipalities including Birmingham, Homewood, Fairfield, Mountain Brook, Tarrant City and Bessemer. ClasTran is open to residents of Jefferson and Shelby County. You may contact ClasTran or MAX VIP at the following phone numbers:

ClasTran (205) 325-8787

MAX VIP (205) 521-0170

## **Holidays**

Lakeshore Foundation will publish observed holidays and abbreviated days of operation in the fall of each year. Holidays and abbreviated

hours of operation will be posted at the front desk, emailed to members, published in the monthly member newsletter and posted on Lakeshore Foundation’s website. Lakeshore Foundation does reserve the right to make schedule changes.

### **Emergency Action Plan**

In the case of an emergency, staff will announce the following codes and our staff will assist you to safety:

Code Red	Fire or Fire Alarm
Code Blue	Life Threatening Medical Emergency
Code Black	Bomb Threat
Code Yellow	Tornado Warning – staff will direct you to a safe zone

The staff of Lakeshore Foundation is trained in CPR/AED for the Professional Rescuer and basic first aid for the workplace. Our staff will initiate calls to 911 as necessary. It is important that your emergency contact information be kept updated.

### **Inclement Weather**

In case of inclement weather, members may obtain closing information by calling the main telephone number at (205) 313-7400. Every effort will also be made to email members with closing information.

### **Accidents**

All accidents or incidents that occur should be reported immediately to any staff person on duty. Red emergency phones are located throughout our facility and will be identified during your orientation. If you need emergency assistance, pick up the receiver of a red phone and a Lakeshore staff member will be alerted. An incident report will be completed and appropriate action will be taken as deemed necessary.

## **Guests**

Active members are allowed to bring guests to the facility. Please follow the following guest pass rules.

- Guests must remain with the member at all times.
- Each guest must fill out a guest waiver for each visit.
- A fee is due at the time of the visit for each guest.
- Members are responsible for their guest following the rules of the facility.

## **Caregivers/Personal Attendants**

Lakeshore employs professionals in the area of exercise science, therapeutic recreation, athletic training, and adapted physical education. Lakeshore Foundation staff do not provide, nor are they qualified to provide, medical or rehabilitation services such as physical therapy, or occupational therapy. In addition, the Lakeshore Foundation staff does not routinely perform personal care for members or participants served by the organization. If participants are unable to perform their own personal care independently while exercising at Lakeshore Foundation, they may be required to have a family member or attendant (caregiver) accompany them. All caregivers must be identified by the member and must complete a caregiver waiver. While a caregiver should assist a member with his/her exercise program, personal training may be provided only by a Lakeshore Foundation personal trainer. Caregivers are expected to be responsive to the professional recommendation of the staff.

## **Sickness**

If you are sick, have a fever, feel nauseous, or have diarrhea or a contagious virus, please do not come to the facility. A \$10 monthly charge will be added to your account for this service. When your physician has released you for independent exercise, you must provide a release from your physician and complete an updated health history form. Please see the front desk for additional information.

## **Dress Code**

Appropriate attire is required; shoes and shirts are required at all times other than in the Aquatic Center. Overly revealing clothing, tattoos, or clothing that might be offensive to others is prohibited. Closed-toe shoes are required at all times in the Fitness Center. Swimsuits are preferred in the pool; cut-offs are strictly prohibited.

## **Volunteers**

Volunteers are an integral part of Lakeshore Foundation. Opportunities to help are available in many areas of our programs, including youth, events, membership, and recreation. All volunteers are required to fill out an application prior to working at Lakeshore Foundation, and background checks will be conducted on all youth program volunteers. You can access the volunteer application online at [www.lakeshore.org](http://www.lakeshore.org).

## **Towels**

For the convenience of our members, two towels per member are available at the front desk. These towels are the property of Lakeshore Foundation and should be returned to any towel receptacle located throughout the facility.

## **Locker Rooms**

Locker rooms are located downstairs and in the fieldhouse. Two assisted care rooms are located adjacent to the downstairs men's and women's locker rooms.

- Lockers are available during the hours of operation only, and all belongings must be removed from the lockers when you leave the facility.
- Members must provide their own lock, and the lock must be taken off of the locker when leaving the facility. Lakeshore Foundation reserves the right to cut off locks from any locker

left unattended over 24 hours.

- Please do not put wet bathing suits in lockers.
- Unattended children are not allowed in the locker rooms. An adult must accompany children at all times. Please be considerate of others, and use the assisted rooms when bringing in children of different sexes. Boys over the age of 3 are not allowed in the women's locker room; girls over the age of 3 are not allowed in the men's locker room.
- Cameras and electronic devices with cameras are not allowed in any locker room.

## **Fieldhouse**

- The fieldhouse is open during all hours of operation. During events, the track will remain open unless otherwise posted.
- Please note the direction arrows posted on the wall in the fieldhouse for track direction. The track is a 200-meter Mondo surface track. Eight laps equals one mile.
- There is a men's and women's locker room off the backside of the fieldhouse.
- Lakeshore Foundation frequently sponsors various sporting events and training site activities in the fieldhouse. During those times, 1 – 3 courts could be used. Members are welcome to come in as spectators unless otherwise posted. Upcoming events will be posted in the lobby, the newsletter and on our website.
- The flags hanging on the front side of the fieldhouse represent all of the countries who have been to Lakeshore Foundation for competitions or training site activity. The green banners hanging on the backside of the fieldhouse represent the national championships won by Lakeshore Foundation sponsored athletic teams. The white banners hanging on the right wall represent medal-winning, team performances at the Paralympic Games.
- Fieldhouse rules are posted on the wall to the left of the entrance. Please note that gum is not allowed in the fieldhouse.

- Youth under 12 years old, who are not participating in a structured program, should not be left unsupervised in the fieldhouse.
- There are two red emergency phones located in the fieldhouse. One on the left hand center wall and one on the back wall. In the event of an emergency, these phones will ring directly to the front desk when lifted.

## **Aquatic Center**

Each new member with a qualifying condition receives a one-on-one orientation to the Aquatics Center. The orientation includes a personal meeting with a highly qualified member of our staff who will create a personal plan designed to help meet individual fitness needs and goals. Each new Lakeshore Foundation member has the option to participate in individual exercise or in one of our many exercise classes.

The Aquatics Center includes two heated pools: a 4-lane, 25 yard therapy pool with temperatures averaging 92°-94° and an 8-lane, 25 yard lap pool with temperatures averaging 84°-86°. Each pool has a zero-grade entry level, steps, ladders and a chair lift for easy accessibility. The Aquatics Center closes a half hour earlier than the rest of the facility, may be closed during inclement and severe weather and may be closed for maintenance reasons. Lakeshore Foundation follows the American Red Cross rules and regulations for severe weather safety. A lifeguard is on duty during hours of operation. To ensure the safety of our staff and members, the following rules are enforced:

- Shower before entering pool
- No diving is allowed
- No running on the deck
- No horse play in pool area
- No food or drink allowed, other than water
- No glass containers
- No chewing gum allowed

- Enter and exit by ramp, ladder, steps or chair lift only
- No unauthorized use of pool allowed
- Children under the age of 14 must be supervised by an adult
- Please refrain from the use of perfumes or scented lotions
- Infants or small children who are not toilet trained must wear a swim diaper
- Report any injury or signs of illness to a staff member

If you are experiencing any of the following conditions, please see an aquatic specialist for a pool consultation:

- Open wounds
- Bowel or bladder incontinence
- Uncontrolled seizures

### **Fitness Center and Free Weight Area**

The fitness center and free weight area offer a wide variety of cardiovascular and strength equipment that can be adapted to accommodate almost anyone interested in enhancing aerobic endurance, strength and functional fitness. New members with qualifying health conditions must have an orientation with a fitness staff member before beginning exercise in this area. The fitness staff is always available to assist in the set-up of exercises and to update exercise programs. We encourage all members to contact the staff regarding any change in medical condition or fitness ability. Safety and courtesy help all to have the most pleasant experience in the fitness area. Please be aware of the following policies for these areas:

- Only members and authorized guests may use the fitness center.
- Children under the age of 14 are not allowed to use any fitness equipment unless in a supervised program.
- Closed toe shoes are required.

- Return all equipment to its designated storage area, including plates and dumbbells.
- Be courteous to other members waiting to use equipment.
- Perform all exercises in a safe, controlled manner.
- Personal items (backpacks, purses) must be stored to avoid a trip hazard for other members.
- No food or drink allowed, other than water.
- Report any injury or signs of illness to a staff member.
- We recommend using a spotter while training with free weights.
- Please refrain from the use of perfumes or scented lotions.

### **Group Exercise Room**

Group fitness is a great way to enjoy the benefits of exercise with the support and encouragement of others and the guidance of a professional instructor. A variety of classes is offered, including yoga, balance, tai chi, and others. Some classes are ongoing, while others are offered in sessions. Check the group exercise schedule and bulletin board postings for the latest updates. The group exercise room is available during class time only. Appropriate footwear for a specific class is required (check with the instructor) and food and drink, other than water, are prohibited.

### **Youth Programs**

Youth programs are open to all youth ages 3 months to 18 years with a physical disability. Prior to joining any youth program, members will receive a one-on-one orientation with a trained member of our youth staff. The orientation process will provide an introduction to both the aquatic center and fitness center (if age appropriate) and will give families recommendations for appropriate programs. Recommendations will be based on the child's goals and abilities. Participation in certain programs will be limited to children who are able to work in group settings and function on a 1:3 staff ratio.

During participation in all Lakeshore Foundation youth programs and

free play times, parents must:

- Provide direct supervision to all children under age 14 or assure that the child is in a structured group program where supervision is being provided by a staff member.
- Assure that emergency contact information is up to date if leaving the building.
- Be responsible for timely drop off and pick up of children. It is required that parents return to the facility at a program's scheduled end time to pick up their children.
- Assure that youth adhere to all policies within the handbook, including but not limited to those related to sickness and bowel and bladder management.
- Realize that unless noted, all youth programs are only open to children with qualifying conditions. Siblings are welcome, on a program by program basis. Participating siblings must have a Lakeshore Foundation membership.
- Understand that the staff reserves the right to deny membership to any youth deemed inappropriate for youth programs and to exclude youth members from structured programs because of behavioral or safety concerns.

Youth program information can always be found on the Lakeshore Foundation youth flyer which is located at the front desk.

## **Athletics**

- Lakeshore Foundation sponsors a number of competitive athletic teams, including youth and adult wheelchair basketball, wheelchair rugby, youth and adult track and field (ambulatory and wheelchair), power soccer, youth and adult swimming, goalball, tennis, and marksmanship. Lakeshore Foundation athletes have additional expectations, and a separate orientation will be given to each athlete with specific information on the sport.
  - o Participants must have a qualifying condition per the guidelines of each individual sport.
- Lakeshore Foundation has a full time athletic trainer who

- o participates in all practices and travels to some competitions.
- o All athletic related injuries or injuries/illnesses that will affect play must be reported to the athletic trainer.
- o The athletic training room is located at the back of the fieldhouse between the men's and women's locker rooms.
- Athletes must sign and adhere to a separate code of conduct.
  - o Sport specific rules/guidelines are established by individual coaches.
- Athletes must participate in media training.
- Athletes are occasionally asked to participate in community functions representing Lakeshore Foundation.
- Personal athletic equipment may be stored in the athletic closet during the season.
  - o Athletes are responsible for neatly storing their equipment in the designated areas.
- Lakeshore Foundation offers strength and conditioning programs to athletes.
  - o This program is offered pre-season, during the season and post season. The program consists of group exercise (power, core, and agility) and individually prepared programs.

## **Training Site**

Lakeshore Foundation is an official U.S. Olympic and Paralympic Training Site.

- Our Olympic and Paralympic athletes are eligible for the following services:
  - o Strength and Conditioning/Injury Rehab
  - o Sports Medicine
  - o Physiological Measurement and Evaluation
  - o Sport Skills Assessment
  - o Sport Psychology
  - o Sport Nutrition
  - o Dartfish/Movement Analysis
  - o Lodging/meals as part of an approved camp or program

## **Military Programs**

Lima Foxtrot is Lakeshore Foundation's program of fitness, recreation, sport and transition support for severely injured military personnel across the United States. We offer extended weekend events for those who have recently sustained severe injuries such as, but not limited to, loss of limb, loss of vision/blindness, spinal cord injury/paralysis, permanent disfigurement, severe burns or traumatic brain injury (TBI). Lima Foxtrot also offers an ongoing program called Operation Endurance specifically for those servicemen and women who live in the Birmingham area who sustained a severe injury while on active duty. All Lima Foxtrot programs are provided at no cost to injured service members. For more information please contact the military program coordinator at 205-313-7437.

## **Recreation**

We provide a wide variety of recreational opportunities ranging from ping-pong and recreational sport to outdoor adventure, including hunting and canoeing. Opportunities may vary by season, both in their type and in their location. Lakeshore provides opportunities for children who require the presence of a parent or caregiver. Information about ongoing recreational opportunities is available at the front desk and posted in the newsletter. Respectful use of all equipment and adherence to specific rules of an event are required. Recreational equipment is available for loan to members. Please see a member of the recreation staff for additional information.

## **Climbing Wall**

We have a 23-foot, indoor climbing wall located in the downstairs atrium. Adaptations can be made to accommodate almost anyone interested in climbing. Use of the wall is only allowed with the assistance of Lakeshore Foundation staff specifically certified in assuring safety during climbing. Times for climbing are posted in the atrium, in the monthly member newsletter and with membership information at the front desk.

Lakeshore Foundation reserves the right to suspend the privileges of anyone who refuses to climb in a safe and responsible manner concurrent with these rules and procedures:

- The climbing wall area is defined as the padded area around the wall.
- Every climber must read and sign an assumption of risk and waiver before climbing. No one under the age of 19 may participate without signed parental consent.
- Equipment is provided by Lakeshore Foundation. You are permitted to use your own gear; however, personal gear must be approved by a certified wall staff member.
- Participants must be roped and on belay or a belay device at all times, except when bouldering.
- Bouldering is permitted up to nine feet.
- The maximum weight limit for a climber is 310 pounds.
- Climb down. Do not jump off of the climbing wall. Climbing over the wall structure (above top anchors) is prohibited.
- Protective footwear is required in the climbing wall area (no bare feet). Climbing shoes or athletic shoes are recommended.
- Chewing gum, food, and drinks are prohibited in the climbing wall area.
- Tie hair back when necessary. All rings and jewelry must be removed prior to climbing and should be stored in a safe location. Lakeshore Foundation is not responsible for personal property.
- Observers, non-climbers or excess gear not worn by a climber or belayer are not allowed in the climbing wall area. This includes water bottles.
- Climbers may not leave the climbing wall area wearing or carrying any climbing wall equipment belonging to Lakeshore Foundation.
- Harnesses are required. Participants may be required to wear a chest harness.
- Belayers must use a harness and belay device at all times.
- Use a figure 8 follow- thru knot followed with a stopper knot on a climber's harness only.
- Wall staff must connect climbers to the auto belay device.

- Climbers must remain within six horizontal feet of their anchor point.
- Running and horseplay are prohibited in the climbing wall area.
- Do not use the climbing wall or any associated equipment or apparatus while under the influence of drugs or alcohol or while suffering from or experiencing any symptoms that might impair your ability to climb.
- Use of chalk is limited to ECO Balls.
- Please report any hazardous or unsafe wall conditions to staff immediately.

## **Shooting Range**

Lakeshore Foundation offers a 10-lane archery and marksmanship range with automatic returns. Range rules must be followed at all times:

- The shooting range is open during posted hours (normally Mondays and Thursdays from 5:30 p.m. to 8:30 p.m.)
- No unauthorized use of the shooting range is allowed.
- No foods or drinks are allowed in the range.
- No chewing gum allowed.
- All shooters must complete a safety briefing before using the range.
- Eye protection is required. Ear protection may be recommended.
- Know and follow the three rules of safe gun handling:
  - o ALWAYS keep the gun pointed in a safe direction
  - o ALWAYS keep your finger off the trigger until ready to shoot.
  - o ALWAYS keep the gun unloaded until ready to use.
- The range officer has complete authority over the firing range.
- Obey all firing line commands.
- No one is allowed forward of the firing line without permission of the range officer.
- Guns and archery equipment may only be loaded after you are in position on the firing line and the command “load” is given.
- Never leave a loaded gun or cross bow unattended.

- Only shoot at authorized targets.
- Never handle gun or archery equipment when others are down range.
- Horseplay, running or rowdy behavior is not permitted.
- Treat every firearm as LOADED!
- Safety is your responsibility...make it a conscious effort.
- Only Lakeshore Foundation equipment is to be used in the range unless permission is granted by the range officer if participating in a scheduled event.
- The shooting range must be supervised by the range officer at all times of use.

### **Tennis Center**

- The Lakeshore Foundation Tennis Center is located at the entrance of the campus.
- Three courts are available for Lakeshore Foundation member use with a minimum of 12 hours advance notice. Requested times must be scheduled through the Tennis Center.
- Tennis lessons are available for an additional fee.
- Please contact the Tennis Center at (205) 868-2079 for additional information.

### **Research and Education**

The Research and Education Department conducts projects that evaluate the impact of physical activity on the health, fitness and quality of life of individuals with physical disabilities or chronic health conditions. In order to ensure that our programs are consistently meeting the needs of the individuals we serve, we may periodically ask for your participation in a research study. With your participation, we will gain a better understanding of the outcomes associated with participation in Lakeshore programs. Through professional publications, conferences, and national and international collaborative efforts, the effective programs and models of physical activity offered at Lakeshore Foundation can be shared worldwide. Your involvement will help with our goal of continually providing the best programs and services possible. Please be assured, that all information collected for research purposes.

will remain strictly confidential. Thank you in advance for your participation.

### **Development (Supporting Lakeshore Foundation)**

While membership fees contribute to a portion of our operating revenue, in order to keep our fees affordable and competitive for you, every membership is subsidized. Unlike most fitness and recreation facilities, Lakeshore Foundation is a not-for-profit public charity. This means that we rely on the generosity of others in the form of contributions, grants and sponsorships in order to provide top-notch programs, delivered by highly skilled staff, in a state-of-the-art facility, to people who need us the most.

In addition, Lakeshore Foundation offers scholarships to qualifying members with a demonstrated financial need. Scholarships offset all or a portion of membership fees, so that more individuals in our community who might benefit by participating here are able to do so.

Lakeshore Foundation actively solicits and receives support from individuals, foundations, corporations and community groups. We invite you to join us in supporting Lakeshore Foundation by including a donation in your monthly membership payment, making an annual gift, requesting a matching gift from your employer, making a deferred gift, or volunteering to help at a Lakeshore event. For more ways to get involved in supporting Lakeshore Foundation, please contact our Development office at (205) 313-7420.