Overview of Fall 2018 (and beyond) Blue Cross Love 2 Live Programing

Frequently Asked Questions (FAQs)

Why are we receiving only a month notice of the changes?

We had provided an update to clients (via email) in early June indicating we would be introducing changes to how individuals register for the programming. Our intent was to consult with the DPSC Advisory Committee on the proposed changes and incorporate their suggestions. We wanted to ensure that we had done a good job preparing for the changes that would be introduced and this takes time.

I am a new referral client and my program continues into September (or October, etc.). How do the changes impact me?

Nothing will really change for you. You will continue with your program until you complete it. During your final assessment, the staff member will have recommendations regarding exercise options you might want to consider. If, after graduation, you are interested in joining one of the Continuing Client classes, you may register at that time and pay the prorated amount for the time remaining.

How did you come up with the pricing for the Continuing Client Blue Cross L2L Group Conditioning Classes/Courses?

We began by looking at how we could keep the cost per class at the $5 level and also ensure (a) adequate supervision for the clients, and (b) the ability to integrate student learning experiences into each of the courses.

These courses will be staffed, at a minimum, with a Certified Exercise Physiologist (or equivalent) and a Registered Nurse. A Certified Personal Trainer is added to the course supervision complement when the number of registrations for a course reaches a certain level.

Our break-even number of registrations required for the minimum level of staffing and a course cost at $5 per class is 22 registered clients. To break even with the additional staff member (CPT), a minimum of 27 participants must be registered.

We wanted to reduce the minimum number of registrations per course required to ensure we did not have to cancel low enrollment classes, while still keeping the cost per class at $5/session - particularly during the first year of operation under this new model of registration and program delivery.

Therefore, we will use funds provided by Blue Cross to subsidize classes that drop below 22 registrations. For example, if a class has 15 participants, it actually costs approximately $7.25/person/class time to provide the minimum staffing levels. The difference between what we are charging and the actual costs of the program will be covered through Blue Cross funds.

As long as any continuing group conditioning class time has 15 registrations, the class will run.
Do all of the Blue Cross L2L Continuing Client program offerings have a subsidy applied?

Yes, we have applied the same basic principles to all of the L2L Continuing Client Course offerings. Our intent was to keep the per/class time cost at $5 or less. At the minimum registration number level, all courses are subsidized. As the registration numbers increase, the subsidy is decreased and/or not necessary.

How do the new costs compare to the current membership rates?

The current annual cost (i.e., continuing membership) is $725. If a client attended one of the DPSC classes 150 times per year (i.e., 3 times per week for every week we are open), the average cost per visit would have been $4.83. Under the new arrangement, we have kept the cost per class for clients at approximately the same level ($5/class time) for every fall, winter, spring, or summer course.

What a client actually pays under the new approach depends on the number of classes available in a particular semester. For example, in the Fall of 2018 there are 4 fewer class meeting times than during the Winter of 2019 – this is reflected in the cost to the client for each course.

The cost for individuals who only purchased a 6-month continuing membership (i.e., $385) if they had attended 75 times per year (i.e., 3 times per week) the cost per visit would have been $5.13. Under the new arrangement, the cost of the equivalent period of time (e.g., winter semester, spring semester) would be $360.

If the cost is approximately the same for continuing clients, why are you making the change?

We are making the changes to ensure the model of programming is sustainable into the future. It allows the DPSC to ensure that we have sufficient staff from course to course (i.e., not over or under staffed) and to align the timing of our programming to better coincide with other programming offered on the campus (including our academic programming). This will make it easier to provide our undergraduate and graduate students experiential learning opportunities.

How do these costs compare with other Fitness Courses delivered by the Faculty or DPSC?

All of our Fitness classes are required to recover their costs. The cost per class will vary depending on the nature of the class, the cost of the instructor, and the costs of the equipment or facilities used. $5/class is the lowest rate we offer through UR Fit (the student/member “regular” rate), $6/class is the lowest public rate we offer in UR Fit.

What is the average cost of just a regular FLC membership?

If an individual with an Annual FLC membership were to access the FLC 140 times per year, the average cost of that membership per visit would be $2.27. However, that price does NOT include access to programming or supervision by a CEP, CPT or Nurse.
I am a continuing client and my current membership expires after September 4, 2018. What happens with my membership?

You will have two options. If you want to continue with any of the DPSC programming or any other services we offer through the Faculty, your account will be credited with the prorated value of your membership as of August 31, 2018. For example, if you have three months left on your annual continuing membership, the three month prorated amount would be credited. If you are not interested in continuing with any of the programming offered through the Faculty, we will issue you a refund for the prorated amount.

I usually take more time to complete my program than what is being allotted to a course. Will that be a problem?

No. Our staff can provide you with advice on how to break up your program into different parts so that some can be completed on your own in other parts of the FLC prior to the start of the group warm-up or after the completion of the formal class. Remember, every client registering for a Group Conditioning course also has access to the FLC at non-class times.

Will there still be a Physician on-site during group conditioning (as has been the case)?

Yes. A physician from the Health Region will continue to be on site during between 9 am through 1 pm MWF. A registered nurse is on site between 8 am and 1 pm MWF.

What happens if I am working out in another part of the FLC (e.g., East End) and I happen to collapse? Will I still receive assistance?

Yes. All of the staff working in the FLC (DPSC and non-DPSC staff) is prepared to offer assistance (all staff in the FLC/DPSC are required to be certified in First Aid and CPR). However, our staff is not able to provide advice beyond their particular scope of practice. If you are not well, you should tell the closest staff member and they will initiate our emergency procedures (which will include calling members of the DPSC staff, etc.). All members of our staff work together to make certain every patron is safe.

When will I actually be able to begin registering for the new courses?


How am I able to register for the new courses?

Continuing members (or new referral clients who have completed their rehab program) are able to register online, over the phone, or in person through Recreation and Athletic Services (RAS). The online link is here: https://www.uregina.ca/recservices/ The webpage provides information about online registration as well as contact information for phone service.

I am a DPSC client (have a continuing membership), am I able to register online for one of the group conditioning courses or must I register in person or via telephone?

Continuing members may register online beginning August 15, 2018.
My current membership expires after September 5, 2018 (e.g., January, 2019), will my pro-rated credit be available by August 15 to apply against the course(s) I register in?

Yes.

Am I able to register for the Fall and Winter semester at the same time?

Yes. Continuing clients will be able to register for courses during the Fall and Winter courses at the same time. With the exception of the Fall 2018 and Winter 2019 courses, registration for Fall and Winter will normally open June 15. Similarly, clients will be able to register for Spring and Summer courses at the same time. Registration for Spring and Summer courses will normally open March 1.

Will I be able to suspend my membership to go on vacation?

No, there is no membership to suspend. If you are planning a vacation near the start of a course (e.g., early January), we would suggest you consider not registering until you return (when you will be charged the pro-rated cost of the course).

We have also created two special sections in the Fall (September – November) and Winter semesters (February – April) during the 8 am time slot to account for the most often scheduled vacation times.

You may also just consider purchasing a ‘drop-in’ option to cover the time you want to participate prior to your vacation start date or, alternately, just purchasing an FLC membership.

With the Faculty involving students in the delivery of some of the programming, will they be supervised?

Yes. Professional (certified) staff will supervise all programming. Providing students with the experience of working under the direction or supervision of our staff is an important academic component to the programming we deliver. Our staff and/or faculty will always ensure the programming that students may deliver is appropriate and the CEP assigned to the course (or their substitute should someone be ill, etc.) will be present when students are delivering a component of the course.

What happens if a class is cancelled because staff is on vacation, etc.?

While we cannot control unforeseen circumstances, our intent is not to cancel classes. The new approach to registration allows for the DPSC to take staff vacation and normal leaves, staff professional development, as well as other considerations into account. In the case of unforeseen circumstances (e.g., sudden illness or accident) we prepare for these rare circumstances and will do our best to ensure each course continues to be offered.

As a continuing client, do I have to be registered in a Group Conditioning Course to enroll in one of the other courses (e.g., Water in Motion, etc.)?

No. Continuing clients may register in as many or as few courses as they like.

After I attend a course, and I decide I really don’t like the course, can I withdraw?

Yes. Continuing clients have 1 week during which they can try the course and withdraw without penalty.
Once I have started a course at a certain time, can I transfer to another course at a different time because it is a better fit for me?

Yes. Continuing clients may transfer to another course offering at anytime provided there is room in the course. A $10 transfer fee will be assessed.

Is a partner pass still available?

Yes. Effectively the partner will simply purchase an FLC membership. This membership gives the partner access to the entire FLC at any time. This pass is subject to the same limitations as all FLC membership (i.e., specialized equipment in West end may not be accessed during scheduled course times). The FLC membership is more cost effective than the old partner pass.

If I purchase just an FLC membership, will the staff still be able to assist me?

Any of our FLC members may schedule and purchase specialized one on one services from any of the DPSC staff. This would include a program update, an assessment, or even one-on-one training.

In the future, the Faculty will look to have at least one student Certified Personal Trainer available during peak FLC times to answer questions for FLC members.

If I purchase just an FLC membership, am I able to suspend my membership if I have a medical condition that prohibits me from working out for a period of time.

Yes. Just bring a note from your attending physician to the RAS desk and they will be able to assist you.

Will the underground parking rates be affected by the program changes?

No. Parking rates and policies are set by Parking Services, not the Faculty of Kinesiology and Health Studies.

Are there changes to the Lot 10 parking policies and/or costs?

No. Those rates and policies are set by Parking Services at the University of Regina.

With a regular FLC membership, will I be able to buy a parking pass that is currently available to DPSC members each semester?

Yes, as long as the membership is 3 months or longer.

Will I still have the option to make my payments monthly?

Yes. With the exception of the Drop-In passes, clients registering for a course(s), or purchasing an FLC pass (longer than 1 month in duration), will be able to schedule monthly payments using a credit-card. Those registering online may also select this option.
If I have other questions, who do I contact?

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