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

Start Date: September 5, 2018

General Overview

Beginning September of this year, the structure of the Love 2 Live programming delivered through the DPSC in the Faculty of Kinesiology and Health Studies will be changing. We will be moving away from a ‘membership’ based ‘drop-in style’ program toward a ‘class’ or ‘course’ based program delivery. This change will help the Faculty:

(a) more easily develop relationships between the course instructor(s) and clients;

(b) add different and varied programming options for current and future clients;

(c) ensure adequate staffing from session to session (not over or under staffed);

(d) more easily integrate student learning experiences into the delivery of the programming; and,

(e) increase administrative efficiencies to ensure long term sustainability of the programming.

In short, what is delivered will be structured very much like most of the program delivery on this campus (academic and non-academic); instead of buying a membership, you are registering for a specialized fitness course/program. As an added benefit, our course offerings for our continuing clients will align with how we sell Lot 10 parking passes (semester based).

Basic Principles – Blue Cross L2L Continuing Client Supervised Group Conditioning Courses

1. Continuing clients will register for a specific course, at a particular class meeting time, each semester they wish to attend (e.g., Fall – Sept through December; Winter – January through April; Spring – May and June; Summer – July and August).

2. Continuing clients may join any course that is not at capacity after the start date with no penalty and pay only the prorated amount. For example, a continuing client decides to go on vacation January 10 through February 28. Upon their return, the client is able to register for a course that has openings. The client will only be charged for the remaining classes through the end of the term.

3. Continuing clients may only attend the course they registered for.

4. All clients who register for the Continuing Client L2L courses have an FLC membership included with the Love2Live class registration. Individuals may access the FLC (and any of its equipment) at any time outside of their class hours. This includes the specialized equipment at the West end, provided a course/class is not using it. The FLC membership is provided for the duration of the particular course (e.g., the semester).
5. The price for a L2L Continuing Client Group Conditioning Course is set at $5 per class session. Cost for the semester will vary depending on the number of classes in that particular term. For example, the Fall 2018 semester has 45 course meeting-times, therefore the cost will be $225. In the Winter 2019 semester, there are 49 course meeting-times available – therefore the cost will be $245 (Spring or Summer term work the same way).

6. A Blue Cross subsidy is applied to each course when necessary to ensure recovery of the expenses.

7. Each class session of L2L Continuing Client Group Conditioning Course will follow the following structure:
   a. 00:05 Warm-up
   b. 05:40 Program
   c. 40:50 Add-on activity (focus on core, balance, free weights, sport, functional, agility, etc. activities)
   d. 50:55 Cool Down
   e. KIN 450 students, under CEP guidance, will learn to assist by leading warm-ups/cool downs and add-ons (during Fall and Winter sessions primarily).

8. Continuing Client L2L Group Conditioning Course class time options for the coming Fall and Winter are as follows (more specific information provided at the end of the document):
   a. Class 1: – MWF – 8 am (Participants: Minimum 15, Maximum 50)
   b. Class 2: – MWF – 9 am (Participants: Minimum 15, Maximum 50)
   c. Class 3: – MWF – 10 am (Participants: Minimum 15, Maximum 50)

9. In order to provide some additional vacation flexibility, every fall and winter semester we will provide an option for individuals to register in a single section that is shorter in duration. For example, in the fall semester, there will be the option to register in an 8 am course that finishes at the end of November, rather than just prior to Christmas. In the winter semester, there will be an option to register in a class that begins at the beginning of February, rather than the beginning of January.

10. Other Continuing Client L2L Fitness Course Options for this fall will include (descriptions and information attached at the end of the document):
    a. Love2Live Water in Motion (Participants: Minimum 12, Maximum 25)
    b. Love2Live Ageless Grace (Participants: Minimum 8, Maximum 18)
    c. Love2Live Chair Yoga (Participants: Minimum 8, Maximum 18)

11. Continuing Clients may also purchase drop in option that allows them to ‘drop in’ on any of the Continuing Client classes provided the course has capacity. Cost for these is: (a) 10 session pass- $8/session = $80, (b) 5 session pass = $10/session= $50

12. Continuing Clients may register for courses taking place during the Fall and Winter semesters at the same time (normally registration for the Fall and Winter semester will be available June 15).

13. Continuing Clients may also register for courses taking place during the Spring and Summer semesters at the same time (normally, this registration would be made available March 1).
14. All L2L Continuing Courses are staffed with an individual who has his/her Certified Exercise Physiologist (Canadian Society for Exercise Physiology certification) and/or American College of Sports Medicine certification (or other relevant certification). The Group Conditioning courses will also have a nurse on duty. As the class enrollment moves from minimum number to the maximum number, additional staff members are added to assist with the supervision (i.e., Certified Personal Trainer).

**Basic Principles – Individuals who currently purchase a L2L Membership, but choose not to attend any of the group sessions (or a minimal number)**

1. Clients may purchase a regular FLC membership (cost is $35.50/month, $95.85/3 months, $181.05/6 months $319.50/year) and make use of any of the equipment (including DPSC area equipment providing it is not being used for a class/course).

2. Should a client want to be reassessed or have their program updated, those service(s) may be purchased through the DPSC.

3. If the client is interested in attending a group conditioning session from time to time, a drop in pass is available for purchase.
Basic Principles – Blue Cross L2L New Referral Group Conditioning Classes

1. Courses for new referrals to the Love to Live program are offered at 11:00 am MWF and 12:00 (noon) MWF. These time slots are restricted to new referrals only.

2. The initial meeting with the CEP certified staff member is a 60 minute scheduled appointment (typically Tuesdays or Thursday; possibly MWF afternoons if necessary). CEP reviews client health information and conducts testing relevant to the development of the client program.

3. A second 60 minute initial follow-up meeting is booked with the CEP for the client to learn their program, how to take heart rate (HR), HR ranges to work in, how to operate equipment, how to use their book, etc.

4. On their third day (now with the larger class/course) an exercise leader (typically a CPT certified staff member) works with them personally and answers any questions/assists them with learning the program.

5. Client attends the course for a total of 12 weeks (i.e., 36 classes).

6. Approximately 6 weeks into the program, a review (45 minutes) is booked with a CEP certified staff member to review the program, prescribe any needed progressions, and answer any questions they may have.

7. At the completion of the 12-week program, an end of program review (45 minutes) is scheduled with CEP certified staff member. Final Aerobic testing occurs, results of the test are reviewed, and a discussion of a variety of options for the clients to continue to include exercise in their lifestyle will be presented. Most clients will graduate.
   a. Based on the results of the final assessment, some clients classified as ‘high risk’ will be permitted to complete a second 12-week program.

8. Cost of the full 3-month program remains at $240 to the client. The difference between actual cost of program delivery the noted amount is covered by a Blue Cross subsidy (currently assessed at $200 per client). The out of pocket cost to the clients is $6.15/class.

9. New Referral clients may enter the program at any time of the semester or year.

10. For the safety of New Referral clients, access to the FLC/DPSC is limited to class times only.

Other Principles or Policies

1. Exceptions may be made to allow Continuing clients into the 11 and 12 timeslots only if there is a need for this (ex. supporting a spouse), or to allow new referrals into the 8, 9, or 10am classes (ex. they are working and it’s the only time they can attend). The DPSC staff would communicate this exception, in writing and approved by the coordinator, to the RAS desk staff.
Refunds and Cancelations

We have made some modification to our cancellation policies

1. New Referral Clients who come for an assessment, but choose not to join the New Referral Cardiac Rehab program, will still have to pay a $65 fee for the time spent with the CEP.

2. Cancelation policy for Scheduled Appointments:
   - Without 24 hours notice to cancel or change the appointment, the client will be responsible to pay the fee for the scheduled service. In the case of a 1-hour appointment this fee is $65.

3. Cancelation and/or withdrawal policy Continuing Client Courses/Classes:
   - Courses/Classes will be refunded (pro-rated) if the client produces a Medical note indicating the need to do so.
     - A $20 administration fee is assessed for medical withdrawals
   - Courses/Classes will be refunded (pro-rated) if the client relocates and is no longer able to attend
     - A $20 administration fee is assessed for relocation withdrawals
   - DPSC continuing clients may withdraw from a course up to seven (7) days after the course start date. No reason is required.
   - After seven (7) days after the course start date, no refunds will be issued except for medical reasons (doctors note required) or relocation away from Regina and surrounding areas.

4. Cancelation policy New Referral Client programs:
   - Program costs will be refunded (pro-rated) if the client produces a Medical note indicating the need to do so.
     - A $20 administration fee is assessed for medical withdrawals
   - Program costs will be refunded (pro-rated) if the client relocates and is no longer able to attend
     - A $20 administration fee is assessed for relocation withdrawals

5. Actual revised DPSC Withdraw/Cancellation Policy:
   - DPSC continuing clients may withdraw from a course up to seven (7) days after the course start date. No reason is required. No refunds will be issued after the seven (7) days except for medical reasons (doctors note required) or relocation away from Regina and surrounding areas. A pro-rated refund, less a $20.00 administration fee will be provided for medical and relocation withdrawals. The University of Regina reserves the right to cancel courses due to insufficient registration. If this occurs, a full refund will be
issued. To withdraw from a course please contact the RAS office by email at ras@uregina.ca, by telephone at 306.585.4371 or in person.

6. **Continuing Client Course/Class Transfers:**

   - DPSC clients may transfer courses (within the same program area – e.g., 10 am continuing class to 9 am continuing class) prior to the start of the course, providing there is availability. A $10.00 transfer fee will be assessed for transfers requested seven days after the course start date.