



UNIVERSITY  
OF MANITOBA



# Member Handbook

UNIVERSITY OF MANITOBA  
**BISON**  
Recreation Services

**Mission Statement**

To inspire and facilitate students and staff of the University of Manitoba and the community to embrace active healthy lifestyles through involvement in a diverse assortment of enjoyable and educational experiences that will contribute to improved quality of life.

**Bison Recreation Services**

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Congratulations! You are now a member of one of the premiere active living facilities in Manitoba. We're excited that you have given us the opportunity in helping you reach your fitness, health and recreational goals.

Bison Recreation Services is unique in that we are an extension of the research and academic programs of the Faculty of Kinesiology and Recreation Management at the University of Manitoba. The facilities, services and programs we offer have been provided in conjunction with the Faculty in an effort to promote health, wellness and quality of life to our campus and external communities.

We strongly encourage you take full advantage of the amazing resources that are now available to you. Please take a moment and read this booklet to familiarize yourself with your Bison Recreation Services membership. Thank you again for joining us and enjoy the road to a healthy and active life!



# Facility Hours & Contact Information

## Fort Garry Campus:

### Frank Kennedy Centre

Mon-Fri: 630am to 1000pm  
Sat: 800am to 700pm  
Sun: 900am to 700pm

Customer Service Desk:  
474-6100

### Max Bell Centre

Mon-Sun: 630am to  
1200am\*

\*Hours subject to seasonal change

Customer Service Desk:  
474-8634

## Bannatyne Campus:

### Joe Doupe Centre

Mon-Fri: 630am to 1000pm  
Sat-Sun: 900am to 700pm

Customer Service Desk:  
789-3858

## Visit us on the Web

Bison Recreation Services gives you two great ways to stay connected! Visit our webpage for information on membership, programs and online registration, fitness testing & personal training, intramurals, schedules, holiday hours and special closures, important events, news, and more! You can also find us on facebook to get real time updates on all things new and exciting in the world of Active Living!



[www.bisonactiveliving.ca](http://www.bisonactiveliving.ca)



[www.ilikebisonrec.com](http://www.ilikebisonrec.com)

## Parking

Fort Garry Campus:

Parking after 4:30pm, on weekends and holidays is free except where otherwise posted. Meters accept coin and Pay and Display lots and the University Parkade accept both coin and credit cards. "SD Lot" and "SD Lot West" offers full day parking at \$4/day.

Bannatyne Campus:

Pay parking is available in "H" Lot on McDermot Ave. by Tecumseh Street. Rates between 6:00am and 6:00pm are \$3/first hour and \$2/each additional hour with a \$9/day maximum. Evening and weekends are available at a flat rate of \$3.50.

\*Parking maps and rate details are available at

[www.umanitoba.ca/campus/parking](http://www.umanitoba.ca/campus/parking)

## Winnipeg Transit Information

Fort Garry Campus:

- Buses 60, 62, 75, & 78 stop outside Frank Kennedy Centre & travel to and from the University.

Bannatyne Campus:

- Buses 12 & 33 stop on William Avenue
- Bus 29 stops on Sherbrooke Street by the Health Sciences Centre
- Shuttle #38 operates between both campus locations

## Customer Service Desk

Bison Recreation Services operates three customer service desks across two campus locations. The customer service desks are staffed during all operating hours ensuring you have access to help when you need it. We can also help you with program and intramural registration, equipment rental and provide you with gym, fitness class and pool schedules. Please call upon us anytime for assistance.

## Facility Tours

Still not sure where to find the pool or tennis courts? Stop by the Customer Service Desk and our staff would be more than happy to show you around.

## Membership Expiry & Renewals

Your membership can be renewed at any of our 3 customer service locations. We require all our members to complete a current Physical Activity Readiness Questionnaire (PARQ), therefore phone-in renewals are not available. If you would like to know when your membership will expire, please talk to a customer service representative at either campus location.

If you currently subscribe to locker and/or towel service, please note this service will expire on the same day as your membership. If you choose to renew your locker and/or towel service, you must renew on or before your locker/towel service expiration date to avoid losing your deposit.

If you would like to receive advance notice for your membership and locker/towel service expiry, please leave your e-mail address with our customer service desk. We will contact you approximately one week prior to your membership expiry with a renewal reminder.

## Change in Personal Information

Please let us know if you change your mailing address, emergency contact information, phone number or email address. Also, if you experience a change in your health status, we require you to complete a new PARQ form.

## Spousal and Dependent Memberships

As a member, your spouse and/or dependent (age 6 to 14) qualify for a reduced rate for membership. A spousal or dependent pass can be purchased at any time during the active term of your membership.

## Lost and Found

If you have lost or found an item, please contact or visit our customer service desk at either campus location.

## Automated External Defibrillators (AED)

For your safety, our facilities are equipped with Automated External Defibrillators (AED). AED's are located in the Frank Kennedy Centre (across from the Customer Service Desk), Max Bell Centre (in front of the Customer Service Desk), Joe Doupe Centre (across from the weight room) and in Investor's Group Athletic Centre (in the center of the south wall). Please alert a staff member to activate emergency medical services (555 from a university phone or #555 from a cell phone) before using an AED.

## Security Services

In the event of an emergency, please contact the university's Security Services office 24 hours a day, 7 days a week by dialing #555 from any MTS or Rogers Cell phone, 555 from any university line or by dialing 474-9341. For all non-urgent calls, please contact 474-9312 (Fort Garry Campus) or 789-3330 (Bannatyne Campus).

The campus Safewalk Program is available to escort an individual from one campus location to another 24 hours a day, 7 days a week. To reach the Safewalk office, contact 474.9312.

Emergency telephone stations (Code Blue Poles) are situated in various key locations across both campus locations. The stations provide instant communication to Campus Security in the event of an emergency.

# Membership Features & Benefits

Bison Recreation Services can boast having over 350,000 square feet of space and equipment devoted to fitness, recreation, leisure and sport! With two campus locations housing three sport and recreation facilities, we have more options for our members than any other facility in the province! Your Bison Recreation Services membership gives you access to the following services and amenities:

## Frank Kennedy Centre (Fort Garry campus):

- Six lane saltwater pool with dive area
- Three multi-use gymnasiums
- 38,000 square foot fitness centre
- Five squash & five racquetball courts
- Table tennis
- Indoor track
- Climbing wall
- Cycling, Circuit Training & Wellness Studios
- Group fitness classes
- On-site Certified Fitness Attendants
- Locker rooms with shower & sauna
- Rental sports equipment
- Gritty Grotto exercise sessions

## Max Bell Centre (Fort Garry campus):

- Three indoor tennis courts
- 200 meter indoor track
- Multi-use indoor field
- Ice rink
- Table tennis

## Joe Doupe Centre (Bannatyne campus):

- Fitness centre
- Indoor track
- Multi-use gymnasium
- Group fitness classes
- Locker and shower facilities
- Rental sports equipment

## Certified Fitness Attendants

New to the gym? Need a little direction or motivation to get started? Then talk to one of your Fitness Attendants today! Fitness Attendants (wearing the orange golf shirts) are stationed in our fitness centre to ensure a safe and respectable exercise environment for our membership. Fitness Attendants strive to inspire and educate our members about the benefits of adopting an active, healthy lifestyle.

Our Fitness Attendants are certified by the Manitoba Fitness Council or Canadian Society for Exercise Physiology and all are equipped with CPR/First Aid/AED training. So whether you have a question about your current fitness program, need some help using our equipment or simply need a spot, call upon your Fitness Attendant today.

## FREE Gritty Grotto Exercise Sessions



Whether you're new to the gym and need a little help getting started or you're a faithful member looking for a different challenge... Take 20 minutes to attend a Free Gritty Grotto Exercise Session led by our Certified Fitness Attendants!

## Group Fitness Classes

One of the more popular features of membership is our FREE group fitness classes! Our classes vary in both activity and intensity providing our members with a number of different challenges to choose from. From Shallow Water Aquafit, Kick Aerobics or Hardcore Stretch, you'll be sure to leave with a boost of energy. And to make sure you're getting a quality workout, all instructors are certified through the Manitoba Fitness Council (MFC). Classes are drop-in only so registration is not required. All skill levels are welcome!



Class descriptions and schedule available at [bisonactiveliving.ca/groupfitness](http://bisonactiveliving.ca/groupfitness).

### FRANK KENNEDY CENTRE, FORT GARRY CAMPUS

Location: Dance Studio, Wellness Studio, Circuit Training Studio & Cycling Studio 2nd & 3rd floor Frank Kennedy Centre **Sample Schedule**

Time	MON	TUES	WED	THURS	FRI	SAT	SUN
7:00			*Circuit Training		*Body Fusion		
10:30						*Circuit Training	**Step, Skip & Kick
12:05	*In Step	*Firm & Flex	*Step Interval	*Firm & Flex	*In Step		
12:05	*Hard Core Stretch		*Fitball	*Cardio Dance	*Cycle Fitness		
12:05	*Circuit Training ●		*Cycle Fitness			In Step (12:15)	
1:00	*Fitball	*In Step		*Body Fusion		Firm & Flex (1:15)	
3:45			*Fitball				
5:00	Firm & Flex	Athletic Workout	In Step	*Cycle Fitness			
6:00	Step, Skip & Kick	Fitball	Bosu	Hard Core Stretch			
6:00				*Circuit Training			
7:30	*Shallow Water (pool)		*Shallow Water (pool)				

\* 45 min. class \*\* 75 min. class All other classes are 60 min. Women's Only ●

### JOE DOUPE CENTRE, BANNATYNE CAMPUS

Location: Gymnasium & Studio, Joe Doupe Centre **Sample Schedule**

Time	MON	TUES	WED	THURS	FRI
12:05	*Step/Low Impact	*4X4	*Cardio Ball	*Butt 'n Gut	*Cardio Combo
1:05	*Body Conditioning		*Hi/Lo Cardio Max		
4:30	Super Step		Bootcamp	Step'n Slide	

Classes are subject to change. For current information, visit us online at [bisonactiveliving.ca/groupfitness](http://bisonactiveliving.ca/groupfitness)

## Drop-In Recreation

Bison Recreation Services offers over 550 hours per week of open gym, court, ice rink and pool time for informal drop-in recreation. Pick-up basketball, squash, racquetball, tennis, badminton, lane swimming and ice hockey are just some of the sports you can try during a time that fits your schedule. For your convenience our drop-in schedules are available at our customer service desk and at [bisonactiveliving.ca/dropin](http://bisonactiveliving.ca/dropin).

## Equipment

Members can access a variety of recreation equipment at no charge including basketballs, volleyball/walleyball sets, weight lifting accessories, badminton nets and table tennis equipment. Squash, racketball, badminton and tennis racquets are available as a paid rental. All equipment can be signed out at our customer service desks. Please note equipment varies by location.

## Day-Use Lockers

All members are welcome to use our day-use lockers at no charge. Users may provide their own lock and rental locks are available. Day-use lockers are emptied at the end of the business day.

## Buddy Day

Members, don't work out alone! The third Wednesday of every month is Buddy Day! Bring a friend, relative or neighbor to join you for the day absolutely FREE!. All members who bring a buddy can also enter to win some great prizes!

## Membership Freeze/Medical Extension

Going away for an extended period of time? For a nominal monthly fee, Bison Recreation Services can freeze all 12 month memberships for 30, 60 or 90 days. We do require that you complete a membership freeze application form in person at one of our three customer service desk locations.

Medical extensions are also available, at no charge, when you provide written notification from your physician. A note from a medical doctor is required within 30 days of the patient assessment to qualify.

## Payroll Deduction

University of Manitoba, Health Sciences Centre, CancerCare Manitoba and Diagnostic Services Manitoba employees may be eligible for payroll deduction for membership services. There are no administrative or signing fees. Consult our customer service team for full details.

## Upgrade & Save

In love with your membership? Wished you had purchased a longer term to take advantage of our great rates? No problem! Upgrade your current membership (within 30 days of the original purchase date) and pay only the difference! This offer is not applicable to one month membership terms.

In addition to the features included with your membership, Bison Recreation Services offers additional programming and services designed to complement the member experience. From a complete offering of Recreation Programming to Fitness Testing & Personal Training to our on-site Bison Athletic Therapy Centre, we have all you need to stay healthy and fit and have some fun while doing it!

## Recreation Programming

Bison Recreation Services is committed to providing a wide variety of programs to meet all of your active living needs! We offer Fitness, Wellness, Aquatics, Martial Arts, Dance, and Recreation programming all year long! We also provide a full complement of Certification & Training programs including First Aid and CPR. There are endless options to keep you active with programs starting in January, April, June and September. Visit our website for a complete listing of all programming including descriptions and pricing! On-line registration is also available!



## Locker & Towel Service

Locker and towel service is available for purchase at any time during your membership term. If you require a personal lock for your locker, please see the customer service desk for assistance.

SERVICE RATES		
Item	1-MONTH TERM Price/Month	4, 8, 12-MONTH TERM Price/Month
Towel Service	n/a	5.50
Half-Size Locker	n/a	6.75
Full-Size Locker	n/a	11.50

*Day lockers available at no charge. Rental lock \$1. Day towel \$1.  
\*Length of locker and towel service must match length of membership purchased.*

## Student Forever Membership

Are you getting ready to graduate? Worried about getting a job and keeping up with your bills? Let Bison Recreation Services help alleviate some of your stress. Purchase or renew your student membership before you graduate and you will continue to receive the low student member rate as long as you do not let it expire!

## NEW MEMBERS

Receive a FREE orientation session with our Certified Fitness Attendants plus 30% off your first purchase of any personal training and/or fitness assessment packages. (first time members, available at the Fort Garry Campus only).

## Already using our personal training service?

If so, refer a friend to purchase any personal training & fitness assessment package and receive one complimentary personal training session.



### Professional Fitness Services

Did you know that Bison Recreation Services employs a team of fully certified Fitness Testing and Personal Training professionals? Our professional staff will make every effort to help you on your journey towards an active, healthy lifestyle!

### Fitness Testing

Knowing one's current level of fitness and health is necessary to identify areas of strength and weakness while providing opportunity to motivate and improve. Through a comprehensive assessment, we're able to provide detailed, individualized programs that will address your needs and help you reach your goals.

### Personal Training

Whether you're looking to improve your general physical health or if you're an athlete needing a competitive edge, let a Recreation Services Personal Trainer be a part of your success. We will help you design and implement a physical activity program tailored specifically to your requirements. Discount pricing is available for students, multiple sessions and partner training sessions.

### Athlete Strength & Conditioning

Are you looking to take your game to the next level? We are the leaders in Manitoba for athlete based training for all ages and abilities. Through scientifically based methodology, we train athletes to achieve their goals by providing the highest level of physical training in all areas including: strength, speed, agility, endurance, and energy systems.

### Health Promotion

Are you concerned about your health or know someone who is? We offer a variety of sessions surrounding current health issues and disease prevention; covering everything from weight management and diabetes to arthritis and heart disease.

### Book your Appointment

To book your appointment call 474.6100 or for more information contact our Fitness Testing & Personal Training Coordinator at 474.7976. [bisonactiveliving.ca/personaltraining](http://bisonactiveliving.ca/personaltraining)

### Recreation (REC) Clubs

If you're a member that enjoys activity through participation and competition, consider joining a REC club. There are a variety of clubs currently operating including Badminton, Basketball, Climbing, Soccer, Tennis, Synchronized Skating, Wrestling and Volleyball. New club proposals are always welcome. [bisonactiveliving.ca/clubs](http://bisonactiveliving.ca/clubs)

### Intramurals

If you are a student, staff or faculty member, you qualify to compete in our Intramural Program. The Intramural Program provides members the opportunity to compete in a variety of organized sports. With 8 different leagues, there is something for everyone! All skills welcome.

[bisonactiveliving.ca/intramurals](http://bisonactiveliving.ca/intramurals)

### Bison Athletic Therapy Services

The Bison Athletic Therapy Centre (BATC) services our intercollegiate athletes in addition to U of M students, staff, faculty and the general public. Our 3500 square foot facility features 8 examination tables, an exercise rehabilitation area, hydro-therapy room and 2 physician examination rooms. In an effort to better serve the university community, the BATC now offers DIRECT BILLING of Athletic Therapy and Massage Therapy treatments. This service is available to all U of M students who have current UMSU insurance. Some restrictions and limitations may apply. Please call the BATC with your inquiries or to book your appointment – 474-6956. [bisonactiveliving.ca/therapy](http://bisonactiveliving.ca/therapy)

### Facilities Rentals

Did you know that most of our athletic facilities are available for private rental? Availability and rate information can be found at [bisonactiveliving.ca/facilities](http://bisonactiveliving.ca/facilities).

### Convenience Shop

Forgot your shampoo? Lost your racquetball? Tear a skate lace? No problem. Our customer service desks carry a full complement of court/table tennis balls, badminton birdies, skate laces, hockey pucks, swim goggles and swim caps in addition to a variety of toiletry items. Item availability may vary by location.



You've purchased a membership....now what do you do? With so many fitness and recreation options to choose from, it can be a little overwhelming trying to get started. That's why we have provided you with the following information so you can familiarize yourself with the many different spaces and equipment that are now available to you. If you have any questions, please do not hesitate to talk to one of our customer service staff or fitness attendants. Enjoy!

## General Facilities Etiquette

- Please report any injuries immediately to a fitness attendant or customer service representative.
- Food and beverages are not permitted (only plastic or metal water bottles are allowed).
- Outdoor footwear is permitted only in the locker room areas.
- All foot-wear must have non-marking soles.
- Proper athletic/training attire is mandatory at all times when using the facilities. We reserve the right to determine what defines generally accepted, appropriate footwear and attire.
- Children under the age of 15 must be accompanied by a guardian at all times.
- If unfamiliar with any piece of equipment/machine, please consult a fitness attendant for assistance.
- Gym bags, changes of clothing and outdoor wear are not permitted at any time outside the locker room area and should be stored in a locker.
- Fitness attendants and customer services personnel reserve the right to request member ID at any time.

## Gritty Grotto Stretching Area & Track (Fort Garry Campus)

- 7 laps = 1 mile; 4.5 laps = 1 kilometer.
- Please look both ways when crossing the track.
- The outside lanes are designated running lanes with the inside lane (gray bricks) designated as a walking lane.
- The track permits two-way traffic. Maximum two people wide when using track.
- Please do not move the mats in the Grotto stretching area.
- Please wipe down stretching mats after use.
- Shoes must be worn at all times when using the stretching mats.
- Please do not place weights on stretching mats.

## Max Bell Track (Fort Garry Campus)

- 8 laps = 1 mile; 5 laps = 1 kilometer.
- Metal spikes are permitted to a maximum length of 3/8".
- Two-way traffic is allowed.

## Joe Doupe Track (Bannatyne Campus)

- 16 laps = 1 mile; 10 laps = 1 kilometer.
- Odd day of month track traffic moves counter clockwise; even day of month track traffic moves clockwise.
- Track is available for both walkers and joggers.

## Group Fitness Classes

- All group fitness classes included with membership are drop-in only. Registration is not required.
- Try as many classes as you can to find the one that benefits you the most. Class schedules are available at our customer service desk and our website.

## Cardiovascular Equipment

- Always read instructions before use.
- If at any time you become dizzy or short of breath while using the equipment, immediately cease your workout and consult a Fitness Attendant for assistance.
- Equipment is available on a first-come, first-served basis.
- Please use the equipment sign-up boards to secure a machine.
- Please limit your use to 30 minutes when area is busy.
- Please use the provided sanitizing spray and paper towels to wipe down equipment after use.

## Weight Equipment

- Please do not drop weights.
- When using weight resistance equipment, please lower and raise plates carefully.
- When finished, please replace dumbbells and plates on appropriate racks.
- Use a spotter when necessary.
- Please be courteous and let others use the equipment when you are between sets.
- Please use the provided sanitizing spray and paper towels to wipe down equipment after use.

## Courts (Fort Garry Campus)

- To guarantee space, it is recommended to book a court through the customer service desk.
- Court availability is subject to change.
- Protective eyewear is suggested for racquetball and squash courts.

## Pool (Fort Garry Campus)

- Please shower before entering the pool area.
- Street shoes are not permitted on the pool deck area.
- Children ages 14 & under must be accompanied by a guardian in the pool/pool area at all times.

## Locker Rooms

- Use of cellular and data phones and cameras is strictly prohibited in all locker areas. All devices MUST be turned off before entering.
- Please do not use the sauna if you feel ill.
- During pregnancy, women are not advised to use the sauna room.
- Children under the age of 15 are not permitted to use the sauna unless accompanied by a guardian.

## Access

You are required to present your member ID card to access the facilities. Please visit or contact our Customer Service Desk if you forgot, lost or misplaced your member card.

## Lost or Stolen Cards

Bison Recreation Services will replace a lost or stolen member card at a cost of \$10. Cards that are damaged due to normal wear and tear will be replaced at no charge. University staff member and student cards cannot be replaced by Bison Recreation Services. To replace a staff or student card, please visit the Registrar's Office in room 400 University Centre.

## Locker & Towel Service

Locker and towel service expires on the same date as your membership. Members who purchase locker/towel service are subject to a deposit for each service that is fully refundable assuming the conditions of use have been satisfied. Lockers not cleared out and towel tokens not returned on or before the service expiry will forfeit the deposit. Lockers that are delinquent will be emptied and the contents will be held for 30 days from the date of expiry. After 30 days, all items will be donated to charity. Bison Recreation Services is not responsible for locker items removed and held in storage.

## Spousal & Dependant Members

Spousal and Dependant memberships can only be purchased through the primary membership holder. Dependant members (defined as ages 6-14) may only access the facilities when accompanied by the primary or primary spouse member. If accessed without the primary or spouse member, both the primary and dependant member may be subject to suspension of member privileges.

## Refunds

All approved refunds are pro-rated and subject to a \$15 administration fee. Refunds are only permitted when a medical note is provided from a physician. Students may qualify for a refund if they provide a fee statement showing a withdrawal from classes. University of Manitoba staff members may qualify for a refund if they provide a record of employment verifying they are no longer employed by the University.

## Card Sharing

For the safety of our patrons and staff, membership card sharing is not permitted. Loaning or sharing your member card violates the member agreement and may result in a suspension or loss of member privileges without refund.

## Personal Training

Personal training is prohibited by an individual(s) not employed by Bison Recreation Services.

## Upgrade & Save

Members have the option to upgrade a membership within 30 days of the original membership purchase and pay only the difference. Upgrade purchase must take place within 30 days of the original membership purchase date. No exceptions. Offer does not apply to 1 month membership purchases.

## Student Forever

All Student Forever memberships must be renewed on or before the membership expiration date to continue to qualify for the Student Forever rate.

## Respectful Work & Learning Environment

Bison Recreation endeavors to be a safe and fun facility and follows the Respectful Work and Learning Environment Policy as set forth by the University of Manitoba.

Additional information on Membership Terms & Conditions of use can be found at [www.bisonactiveliving.ca/membership](http://www.bisonactiveliving.ca/membership).



# Coming Soon...

