

Gym Access

Hours of Operation

24 hours a day, 7 days a week entry is available to **MY Lifestyle, MY Choice Fitness Plus, My Fit Over 50 Plus and My Fitmix** members who have completed an induction with a staff member and have a photo uploaded on their profile for security purposes.

The gym is scheduled to be staffed between

Gym Hours	AM	PM
Monday	7:00am - 11:30am	3:15pm - 5:45pm
Tuesday	8:00am - 12:30pm	3:15pm - 5:45pm
Wednesday	6:30am - 11:00am	3:15pm - 5:45pm
Thursday	9:00am - 1:30pm	3:15pm - 5:45pm
Friday	6:30am - 11:00am	
Saturday	8:00am - 9:00am	

- Other Centre services will operate within normal advertised hours.

Standard Centre Hours

- Monday - Thursday 6:00am – 7.30pm
- Friday 6:00am – 7:00pm
- Saturday 8:00am – 2:00pm
- Sunday 9:00am – 1:00pm
- Select Public Holidays 9:00am – 1:00pm as advertised

Entry and Exit to Premises

- During our Standard Centre opening hours please enter and exit through the main entrance door.
- Outside of Standard Centre hours, entry and exit will be through the 24/7 entry/exit door and then the main gym entry door. The court facing gym doors are to be used as emergency exits only.

Scanning Entry Fob (see separate procedure)

It is vitally important that each individual scans their own fob on entry as it ensures that we have an accurate representation of the usage of the Centre, assists in ensuring that only members are using the facilities and/or that members who have outstanding payments are not using the Centre.

- Members are therefore **not permitted** to allow entry into the Centre to another person, even if you believe they are a member. Their membership may have expired or be placed on hold for financial or other reasons, therefore they are not permitted access.
- We have a great group of members, however occasionally you get one who isn't always 100% honest, so by maintaining a strict policy on members having to scan in with their own fob, we can be better assured of rightful members entering the facility.

Inappropriate Use of Fob

- Access into the Centre is permitted for valid members only to ensure the security, safety and rights of lawful MALC members.
- If an access fob is used inappropriately there are consequences that will be enforced.
- The Centre may apply a \$100 penalty fee for allowing inappropriate access of the Centre in addition to a non-member being pursued for illegal trespass.
- Repeated occurrences may result in the member having their membership cancelled.
- Staff will undertake random daily audits comparing the CCTV and member photos to ensure only valid member entries are occurring.

- If a Member provides access to the Centre for a non-member, in addition to any penalties previously mentioned the member accepts responsibility and liability on their personal behalf for any injury, loss or damage attributed to/by the non-Member whether or not caused through negligence of the MALC.

Use of Facilities

Toilets

- Are located adjacent to the courts and can be accessed in the usual manner.
- The **Accessible Toilet** (located between the male and female toilets) will act as a safe room if needed, with members able to activate the duress alarm (blue button, within the room) which will call a security guard to the Centre out of hours. The red button will alert staff during Standard Centre Hours.

Water fountain

- Can be found in the weights area of the gym and a second in the corridor adjacent to weights area of the gym.

Courts

- Although the courts form part of the MY Lifestyle, MY Fit Over 50 Plus and MY Fitmix memberships they are **unable** to be used during unstaffed hours due to potential safety concerns and insurance restrictions.

Etiquette

Everyone knows you need to be a member or pay before using our gym, it is just one of the common-sense rules. Here are a few more to help all users enjoy a safe and effective workout:

- Please wear appropriate clothing and shoes, we are here to build bodies not show them off.
- Everybody sweats, but that doesn't mean you want to work out in someone else's. Please use a towel and wipe down equipment after use.
- Please return the weights and equipment when you are finished.
- Sharing is caring, please allow others to work on equipment when you are in rest periods.
- Don't like the music? Feel free to listen to your own but please use headphones.
- Not sure what you are doing? Book in to see one of our Fitness Instructors, they are here to help. (Sessions can be booked at reception and over the phone).
- Please be courteous to other users and look after your own and the safety of others.

Safety and Security

Emergency Situation (alarms, evacuation)

- Please study the evacuation plan at the main gym entry and know your quickest escape in the event of an emergency.
- Upon the commencement of any evacuation alarm during unstaffed hours please remain calm, assist other patrons as required and evacuate the building immediately.
- Outside of Standard Centre hours, leave through the 24/7 entry/exit door, or through the exit past the toilets which will take you to the exterior of the building.
- The Emergency Exit door next to the appraisal room / drinking fountain and the sliding emergency exit door in the cardio room of the gym will usually provide the quickest paths to the emergency exits.
- During Standard Centre hours members are to remain calm and follow the directions of staff. Evacuation, if safe to do so, will be through the main entry door or 24/7 entry/exit door.
- If members find themselves in a situation during unstaffed hours whereby they feel unsafe, the accessible toilet has been allocated as a safe room. Within the room is a duress alarm (blue button) that can be activated and personnel from our security company will attend the premises. **Do not use this room during a fire emergency.**

Non-emergency Situation

- If a situation arises that is not a critical emergency but you still require assistance, please call the Shire on 9531 7777. You may be asked to leave a message and someone will respond as soon as practicable.

Chlorine Gas

- A chlorine gas alarm is located on the wall inside the main gym entry.
- The alarm emits a loud piercing sound when a chlorine leak is detected.
- When the alarm is activated, members are required to evacuate the Centre immediately, making sure to assist fellow members in leaving the Centre.
- The alarm will notify the security service who will engage a response from appropriate staff.

Fire Alarm

- In the event of a fire, the alarm will activate in the interconnected roof mounted fire alarms.
- Members are required to vacate the Centre if the fire alarm is activated, making sure to assist fellow members leaving the Centre.
- You can contact the Shire of Murray after hours service on 9531 7777 and advise the operator of any issue that you may be witness to.
- If you witness a fire in or around the Centre, please call 000 and report it to emergency services as per normal practice.

Duress Alarms

- There are 2 wall mounted duress alarms in the gym (one being the main unit next to the appraisal room and the second in the cardio room far wall), 6 wearable duress pendants available next to the main unit and another in the **Accessible Toilet**.
- Where possible, always wear a duress pendant outside Standard Centre hours while in the gym and carry your mobile phone with you for the best level of personal safety and security.
- These alarms should be activated if, outside Standard Centre hours, someone within the Centre has a medical emergency that requires an ambulance or in situations when an individual feels sufficiently unsafe and needs police or fire department assistance.
- To activate press the **red** help button on the main unit or the **blue** button on any of the other units for two seconds.
- Once an alarm has been activated:
 1. The **red** help button will start flashing and the main unit (located near the appraisal room door) will start beeping.
 2. If the alarm is not cancelled then the base unit will call the security control room.
 3. Once the call is received by the monitoring company, it will beep 7 times after which the Help button will flash every 4 seconds until communication is made (may take up to 30 seconds).
 4. An operator will talk over the base unit and ask members in the Centre what the emergency is. Members will be able to speak directly with the operator to advise the nature of the emergency and determine what services are required (Security guard/Police/Ambulance/Fire).
 5. If no one answers the operator's request from within the gym, a mobile security guard will be sent to the Centre to attend the site. The security guard will make an assessment on assistance as required.
 6. If the alarm is falsely activated you have **10 seconds** to cancel the alarm by pressing the **green** cancel button located at the main unit.

Please note - any costs (guard call out fees, etc.) relating to a knowingly false activation will be charged to the individual/s responsible.

Power Outage

- During a power outage access will not be granted into the Centre, the 24-hour entry door will remain locked from the outside.
- If the power goes out while the Centre is unstaffed, all patrons in the Centre are required to leave immediately via the emergency exit doors.
- Emergency lighting will come on during power outages.
- During Standard Centre hours, please follow instructions of Centre staff.

Security Cameras

- The Centre has been fitted with 12 security CCTV cameras to monitor activity around the 24-hour operations. These cameras are located in the gym floor area, the main Centre and entrance / exit points.

- There is a monitor at the 24/7 entry/exit door where members can view the outside area before exiting the building to better manage their safety.
- Footage will be reviewed on a daily basis to ensure members comply with the Centre's terms and conditions of usage.

First Aid Kit

- A First Aid kit for members use is located at the emergency response area next to the appraisal room.
- Items are there for members use as required. Any use of items without a valid cause will result in the person being held liable for the expense of replacing any used items.
- When using any first aid equipment, an **Incident/Accident Report form** must be completed, forms are located inside the main gym entry door. Completed forms are to be placed in the Communications Box inside the main gym entry door.

Defibrillator

- An easy to use defibrillator is located outside the 24/7 entry/exit door. To access the defibrillator, you require a key which is located next to the duress pendants, or by calling 000 they will provide you with an access code.
- This defibrillator forms part of the St John's First Responder system and can be accessed by the whole community if they call 000 to access the code.
- Once turned on the defibrillator will give the operator directions on its use.
- The defibrillator has been designed to not shock anyone who doesn't require it, and is encouraged to be used in appropriate first aid situations.
- Misuse of the defibrillator will result in the person being held liable for the expense of replacing any required items.

Workout Partner

- We strongly encourage having a fitness buddy to work out with to help with personal safety.
- Some equipment has been marked as "Buddy Up" equipment and during non-Standard Centre hours this equipment is only to be used when you have the assistance of a work out partner.

Communication

First Aid Reports / Incident Reports

- Incident/Accident Report forms are located in the brochure holder near the main gym entry door.
- Incident/Accident Report forms are to be filled out any time first aid equipment is used or someone injures themselves. This helps us keep track of first aid equipment used (and to advise us to replenish stocks) and to identify potential hazards.
- Examples on how to complete an Incident/Accident Report can be found with the forms.
- Completed forms should be placed in the communication box at the main gym entry door.

Reporting Faults

- When reporting faults there are 2 (two) different tags that can be used. Both are located in the brochure holder.
- The two different tags available are
 - » **Out of Order** (yellow and black). These tags are to be applied to any piece of equipment that could be a potential hazard and should not be used.
 - » **Notice** (blue and white). These tags should be applied to any piece of equipment that has a fault that requires repair but is still safe to be used.
- Examples and directions on how to complete a tag is located with the blank tags.
- Completed tags are to be placed in a visible location on the equipment and bottom section torn off and placed in communication box.

Other/ General

- Any other communications can be direct to the centre by:
 - » Email: info@theMALC.com.au
 - » Call: (08) 9531 2000
 - » In person: 16 Camp Rd, Pinjarra
 - » Customer feedback forms
 - » Shire of Murray Compliment forms
 - » Shire of Murray Complaint forms

FAQ's

Why must members leave the Centre in a power outage if there is adequate light?

Although there may be adequate light, security devices such as cameras and duress alarms only have a limited battery life. Additionally, some fitness equipment and items such as the air conditioning will not function leading to potential safety concerns.

Why can't I bring my friend to the gym if they are going to join up anyway?

There are a number of legal and safety items that need to be cleared with a new or renewing member prior to using the gym. There is also a matter of respect and safety towards other Centre users, that only known, accepted and paid up members can use the Centre.

It's not acceptable that someone who does not/has not received the rights to use/access the Centre does so without taking the appropriate steps with staff first, hence why there is a \$100 penalty for the member and potential illegal trespass action pursued through the police against the non-member.

How come if I forget my membership fob or the door won't open for me that another member can't let me in?

There may be reasons why the door doesn't open for you that the other member doesn't know about. Your membership may be on suspension, you may have fees owing or your membership might have expired. Only members who scan their own entry fob can access the gym for the safety, security and fairness of all members.

What facilities will I have access to outside of regular staffed hours?

The facilities available include the gym and the toilet and change rooms adjacent to court 1. You will not have access to pools, group fitness studio or cycle studio. Although courts 1 & 2 will be in the area accessible by members, they will not be available for use due to safety reasons.

Which memberships include the ability to gain 24/7 access?

24/7 access will be available to all MY Lifestyle, MY Choice Fitness Plus, MY Fit Over 50 Plus and MY Fitmix members who have completed the members induction. The member will also need to be 18 years old.

What if I don't want 24/7 access?

You don't need to do anything. Just continue using your membership within the regular opening hours.

Can the pools be used 24/7?

No, the pools cannot be used outside of staffed hours. There will be no changes to the opening times for the pools. The doors to the pool area will be locked as per the regular closing times to prevent access.

How will I gain access to the 24/7 gym?

Access out of staffed hours will be via the renamed 24/7 Gym Entry door near the creche, with entry into the gym still through the main gym sliding door after walking up the main corridor.

Members wishing to use the gym outside of regular staffed hours will be required to complete a 24/7 induction. No induction, no use of the gym outside of staffed Centre hours.