



HEALTH AND HUMAN SERVICES DEPARTMENT

Pueblo de San Ildefonso
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San Ildefonso Community Wellness Center Operation Policy – Pilot Period

Purpose:

The Community Wellness Center (CWC) is committed to providing a safe, inclusive, and supportive environment for San Ildefonso Community Members and employees to engage in physical, mental, and emotional wellness activities. This policy outlines the guidelines for the operation of the facility, including the proper use of wellness center equipment, to ensure a positive experience for all members and eligible guests.

Free Trial Period- during this time, information collected will be used to determine long term operational practices and policies. Changes may be implemented throughout or beginning September based on need.

General Facility Guidelines

Eligibility & Access:

- **Membership:** All tribal members, San Ildefonso Pueblo Employees, and active community members*, are eligible for CWC membership. Applications may be picked up at the CWC and submitted to the designated facility staff.
- **Membership:** all approved members will be provided access to the wellness center, exercise room, weight and equipment room, and all public facilities and common spaces.
- **Prior to Use:** All users, including tribal members, employees, and residents must complete a **membership application packet** prior to using the center and its equipment.
- **Non-members:** Non-registered users of the WCW, are not allowed access to the facility. Any registered users found to admit nonregistered visitors by allowing the visitor to “piggyback” of their membership, will be found to be in violation of this policy and may result in membership revocation.
- **Digital Application:** Approved users are required to access the facility only using the designated digital application (app) that will required download onto a smartphone. Special access accommodations may be made on a case by case basis at the discretion of facility staff.

Membership Fee Structure:

- Fee scale:
 1. **Youth, ages 14-17:** \$10.00 monthly

2. **Adult, ages 18-49:** \$20.00 monthly after the pilot period*
3. **Senior, ages 50+:** \$10.00 monthly*

*active is defined as regular participation in traditional, cultural, and community events

- Membership is free from June through August 2025. All members will be required to pay the membership fee for the chosen membership term beginning August 15th.
- The monthly fee may be offset by personal health insurance or participation in prescribed HHS programming/activities.
- Payment options include check or cash. Payment shall be remitted to San Ildefonso Pueblo, 02 Tunyo Po, Santa Fe, New Mexico or made in person at the Pueblo's accounting office
- Users may subscribe to a monthly, bi-annually, or annual membership.

Cancellations & Refunds:

- Members who wish to cancel or change their membership must submit a membership cancellation form 15 days before the next membership payment is due by submitting the CWC Cancellation Form.
- Refunds for unused portions of membership or services will be evaluated on a case-by-case basis and are not guaranteed.

Hours of Operation:

- **Pilot Period Hours:** The CWC is open from **6:00 AM to 8:30 PM**, Monday through Friday. **7:00am to 10:00am** Saturday. Closed Sundays.
- In the event of cultural events/activities, the hours of operation will default to 6:00am to 5:00pm or adjusted as needed.
- Community members using the Wellness Center are always responsible for ensuring their own safety, especially outside of staffed hours. Safety cards and emergency numbers are posted throughout the facility.

Facility Closure:

- The CWC may be closed without prior notice. Members will be informed of any closures as soon as possible, but no guarantees of advance notification can be made in such cases.
- The facility will be closed as needed for maintenance, restocking, and staff training. Notices of any changes to the schedule will be posted with as much advanced notice as possible.
- Facility staff may redirect or ask youth users to leave the Wellness Center for behavioral or safety reasons at any time the staff deem appropriate.

Code of Conduct:

- Respect for others, the facility, and equipment is mandatory.
- All users must follow equipment use, safety, and sanitization rules and protocols.
- Harassment, discrimination, or any form of inappropriate behavior will not be tolerated.

- Users are not allowed to touch, modify, or control any WCW audio/visual devices. All devices are solely controlled by staff.
 - Noise levels should be kept to a minimum to maintain a peaceful environment.
 - Cleanliness is essential. All members must clean up after themselves (e.g., wipe down equipment after use, dispose of trash properly).
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Proper Attire Policy

Wellness Center Attire:

- All users must wear appropriate athletic attire, including athletic shoes and workout clothing.
- Users must bring a change of shoes to use only in the wellness center to preserve the flooring.
- Open-toed shoes, sandals, and boots are not allowed in workout areas for safety reasons.
- Clothing must be appropriate for a shared fitness environment; offensive or overly revealing attire is not permitted.

Enforcement:

- Staff members have the right to enforce the dress code and request members to change into proper attire before using the facility.
 - Failure to comply with this policy may result in denial of access to the wellness center until the issue is resolved.
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Security & Surveillance Policy

Security Cameras:

- The Community Wellness Center utilizes security cameras in all common areas to ensure the safety and security of all members and staff.
- Cameras are NOT placed in bathrooms, changing rooms, showers, or any other location where there is a reasonable expectation of privacy.

User Agreement:

- By using the facility, all members and visitors acknowledge and agree to being recorded in common areas.
 - Any concerns about privacy or security should be directed to facility management.
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Drug and Alcohol-Free Policy

Zero Tolerance Policy:

- The San Ildefonso Community Wellness Center is a **drug and alcohol-free facility**.
- **Zero tolerance** will be exercised regarding the possession, use, or distribution of any illegal drugs, alcohol, or controlled substances on the premises.

Consequences for Violations:

- Any individual found to be in violation of this policy will face immediate **permanent ban** from the facility.
- No exceptions will be made for violations of this policy.

Enforcement:

- Staff will take appropriate action in alignment with established department policy to address violations of this section, which may include a report to law enforcement.
 - Staff will monitor and enforce this policy, and violators will be asked to leave the premises immediately.
 - In cases where a violation occurs, a report will be made to the Governor, and the offending individual may face additional consequences.
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Equipment Usage Guidelines

1. General Equipment Etiquette:

- **Safety:** Always use equipment as intended and according to posted instructions. If unsure, ask a staff member for assistance.
- **Time Limits:** Cardio equipment (e.g., treadmills, ellipticals) has a time limit of 30 minutes during peak hours to ensure fair access for all members.
- **Weights:** Re-rack weights after use. Do not leave weights on benches or machines.
- **Personal Items:** Please keep personal belongings in designated storage areas. Bags should not be left on wellness center equipment or the floor.
- **Food & Drink:** Non-alcoholic beverages in spill-proof containers are allowed. Food is not permitted in any exercise space of the wellness center.
- **Sanitization:** after use of equipment all users must wipe down with provided sanitization supplies.

2. Proper Use of Machines & Equipment:

- Follow the user instructions for each piece of equipment, and adjust settings (weight, height, resistance) to your own body type and needs.
- If you encounter an issue with any equipment, notify a staff member immediately. Do not attempt to repair or adjust equipment on your own.

3. Supervision and Spotting:

- For safety, all members using free weights should have a spotter when performing exercises that could pose a risk of injury (e.g., bench press).
- Youth or individuals unfamiliar with certain equipment should receive supervision or instruction from a staff member.

4. Equipment Maintenance:

- Regular equipment inspections will be conducted. Should a piece of equipment require maintenance, it will be clearly marked as out of order.
 - Members are encouraged to report any malfunctioning equipment to the staff immediately.
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Fitness Class Guidelines (if applicable)

1. Class Registration:

- Some fitness classes may require advance registration due to limited space. Please sign up ahead of time where applicable.
- Members are encouraged to arrive 10-15 minutes before the start of a class to prepare.

2. Class Etiquette:

- Respect the instructor and fellow participants.
 - Personal items should be left outside the class space.
 - Be mindful of space, especially during high-intensity classes.
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Health & Safety Guidelines

1. Injury Prevention:

- All participants should engage in proper warm-up and cool-down routines to prevent injuries. Staff can provide guidance if needed.
- If you feel unwell or experience discomfort, stop the activity immediately and consult with a staff member.

2. Health Considerations:

- All users are required to follow any additional guidelines related to hygiene, mask-wearing, or social distancing (if/when applicable) as directed or when posted.
- Sanitizing stations are available throughout the facility, and members are encouraged to use them frequently.
- Users are required to wipe down all equipment after use.

3. First Aid & Emergency Procedures:

- The CWC is equipped with first aid kits and AED devices. Staff are trained in basic first aid and CPR.
- In the event of an emergency, follow the facility's evacuation plan, which will be posted in prominent areas.

4. Pets:

- No pets are allowed in WCW. Documented service animals are permitted through the application process.
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Accessibility & Inclusivity

1. Accessible Equipment:

- The CWC is committed to being accessible to individuals with disabilities. Accessible wellness center equipment may be available, and our staff can provide assistance if needed.

2. Support for New Users:

- Orientation and tours of the facility are available to all new members to help familiarize them with the equipment and layout of the center.
- Resources for personal trainers are available for individualized coaching or assistance.

Violations, Restrictions, and Notification

1. Policy Violations:

- Any user found to be in violation of the Community Wellness Center's policies, including but not limited to misconduct, misuse of equipment, or failure to follow safety guidelines, may face temporary or permanent restrictions on their access to the facility.
- Any youth users found to be in violation of the Community Wellness Center's policies, including but not limited to misconduct, misuse of equipment, or failure to follow safety guidelines, will require parental/guardian supervision for continued use of the facility after the first violation. Youth with repeated violations will have their membership revoked.

2. Types of Restrictions:

- **Temporary Restrictions:** A user may be temporarily restricted from using the facility (e.g., suspension for a specified period) depending on the severity of the violation.
- **Permanent Restrictions:** In the case of repeated violations or severe misconduct, the user may face permanent revocation of access to the facility.

3. Notification of Restrictions:

- Users who are restricted from the facility will be notified in writing (via email or letter) by the facility management. The notification will include details of the violation, the type of restriction imposed, and the duration (if applicable).
- If a user feels the restriction is unjust, they may submit an appeal to the Health and Human Services Director within 10 business days of receiving the notice. The Health and Human Services Director's decision will be final. Governor's office will be informed of the final decision.

Amendments to Policy

The Community Wellness Center reserves the right to amend or update this policy as necessary at any time, without advance notice to members. All members will be notified of significant changes through posted notices or email updates.