

# Community Fitness Program: Complaints Policy

The Community Fitness Program is a partnership between the University of Chicago Medicine Office of Community Affairs and the Museum of Science and Industry Human Resource Department. The goal of the program is to use the resources of the Museum of Science and Industry and the University of Chicago Medicine to provide a free fitness program for the benefit of the Community.

To help make the program run well we want to share our policy for complaints, concerns or issues you may have with the administration of the Community Fitness Walkers Program or with the Museum of Science and Industry.

1. The site manager visits one day a week during the Program. The manager can talk with you or pick up notes you may leave about any problems or concerns that need attention.
2. Our Fitness Instructor is on site Wednesday and Friday. The fitness instructor is also someone you can talk with about any concerns that you have not shared with the site manager. Your concern will be shared with the Office of Community Affairs.
3. You can also call the Office of Community Affairs. The Program Coordinator is at (773) 702-1616. The Manager of Community Relations is at (773) 702-5037. Please give us two business days to resolve your concern or give you a status update.
4. After talking with the Office of Community Affairs, if you feel your concerns are not being addressed you can share your concerns with the office of the Executive Director for the Office of Community Affairs, University of Chicago Medical Center (773) 834-2826.

The Community Fitness Walkers Program has existed for over 20 years. It is a long term relationship between the University of Chicago Medical Center and the Museum of Science and Industry. Please trust us to address any concerns you may have. If you have a problem or concern please share and keep this within the Medical Center Administration.

After speaking with you, if there is a serious problem or concern, it would be our responsibility to bring this to the attention of the Museum of Science and Industry.

Finally, as this is a free program, if you find that the program is not meeting your needs or your fitness goals, we understand that you may choose to find another program that is more appropriate for you.

**Sincerely,**  
Leif Elsmo, Executive Director,  
University of Chicago Medicine Office of Community Affairs



**I, agree to the above stated policy.**

Member Signature \_\_\_\_\_ Date \_\_\_\_\_

# Community Fitness Program: Waiver of Participation

I understand that The Community Fitness Walkers Program, held at the Chicago Museum of Science and Industry is a free and volunteer partnership between the Museum of Science and Industry and The University of Chicago Medical Center Office of Community Affairs.

I certify that I am physically fit to take part in the Community Fitness Walkers Program.

In the event of any accident, I hold harmless the University of Chicago Medical Center and the Chicago Museum of Science and Industry.

I understand this agreement allows me to take part in the Fitness program. I also understand that this agreement prevents me from bringing any law suit against any party for any accidental illness that may happen to me when I am at the Chicago Museum of Science and Industry.

Members Name \_\_\_\_\_ Date \_\_\_\_\_

## Program Cancellation Policy

The Community Fitness Walkers Program is a long-term partnership between The University of Chicago Medical Center Office of Community Affairs (UCMC) and the Museum of Science and Industry Human Resource Department (MSI)

The Museum of Science and Industry has the right to cancel program dates when there is a conflict with its own program needs. The Museum agrees to provide reasonable notice. The Office of Community Affairs, will to the best of its ability, let Community Fitness Walkers know of the cancellation of the program in a timely manner.

### We will notify you by:

- Posting a notice on UCMC Letterhead on the Program sign-in sheet
- Notifying the Aerobics instructor
- Sending an email notice to Community Fitness Members.

Because members do not always have regular attendance in the program, we cannot guarantee that all the members will always get advance notice of a cancellation, but we will do our very best. (Over the years there have been less than five cancellations in one year.)

If, for reasons beyond our control, you come to walk and are told that the program is cancelled, the museum is final line of notification for cancellation.

Member Name \_\_\_\_\_

Date \_\_\_\_\_



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